

JOB DESCRIPTION

Job Title: Retail Operations Assistant CC (Part time 22.5hours)

Reporting To: Retail Operations Manager, CC

Department: Retail Operations

Location: London Office

Overall Purpose: To provide a complete administrative and secretarial service to Retail Operations Director and the Retail Operations Manager for the retail division, maintaining standards of quality and accuracy at all times.

Main Duties and Responsibilities

- Typing
 - Produce and send out accurate branch communications
 - Collate & publish the Retail Newsletter as required, and be specifically responsible for Buying & Merchandising input.
 - Produce reports and correspondence, accurately and in accordance with house - style guidelines
 - Prepare OHPs for presentations
 - Proof read documents
 - Draft replies to standard/routine correspondence.
- Administration
 - Meetings / Travel:
 - Organising meetings and other functions, when applicable
 - Prepare and distribute meeting agendas and the required papers correctly and on time.
 - Arranging accommodation;
 - Arranging travel plans/schedules
 - Establish and maintain efficient filing systems established and up to date
 - Collate and distribute information – e.g. budgets
- Filing /Photocopying
 - Photocopying documents and arranging bulk photocopying as necessary;
 - Archiving documents;
 - Handling general photocopying.
- Post

- Sorting, distributing and prioritising post, actioning where applicable;
- Sending faxes.

- Other
 - Compiles and distributes internal / external communications for group circulation / newsletter
 - Responding to and resolving telephone and e-mail queries from stores on operational issues
 - Process expenses claims for Retail Operations Director.
 - Maintain filing for Retail Operations Manager / Director.
 - Liase with suppliers, customers and department stores with whom the Company has a business relationship.
 - Processing invoices, expense claims, courier forms etc.;
 - Compiling and distributing internal communications;
 - Undertake administrative tasks for the Retail Operations Team
 - Ad hoc duties as required.

 - **Skills Required:**
 - **Excellent typing skills speeds up to 60-65 wpm**
 - **Excellent telephone manner.**
 - **Attention to detail**
 - **Excellent organisational skills**
 - **Good working knowledge of Retail**
 - **Fully conversant with Microsoft Office including Word, Excel and PowerPoint.**

The Person:

- A wide ranging role – must be prepared to ‘muck-in’ as well as provide a ‘PA Image when required.
- Must be committed, enthusiastic, reliable and dependable.
- Capable of working with own initiative.

- Happy, extroverted personality who can be assertive when necessary.
- Experience of retail/service industry would be preferable.

Adopt a flexible working approach when required, and be able to flex up at times of peak workloads.