**JOB DESCRIPTION**

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| **POSITION TITLE** | **Office Administrator** |
| **STORE** | New World Cambridge |
| **DATE** | July 2025 |
| **REPORTS TO** |  |
| **PURPOSE OF POSITION** | To provide support for all office and store administration processes including record-keeping, database upkeep, scheduling reminders and assisting whenever there is an opportunity to do so. |
| **STORE VISION** | To provide our customers with a shopping experience which is satisfying and meets their needs and which encourages them to return on a regular basis |
| **STORE VALUES** | **I**n it together  **A**bove the line  **C**ourageous  **T**hink Customer |

**REPORTING STRUCTURE**

**RELATIONSHIPS**

# INTERNAL

* Owner Operator
* Store Manager
* Office Manager
* Team members
* Other store staff

# EXTERNAL

* Foodstuffs’ employees
* Customers

**ACCOUNTABILITIES**

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| **OPERATIONAL** | * Coordinate administration activities to support compliance and office processes * Track and restock office and staff supplies * Track and schedule food safety and health and safety compliance reminders, reviews, trainings and employee access to Food Safety programme * Maintain Food Safety and Health and Safety record keeping and relevant databases ensuring issues are recorded and addressed * Support Inventory Manager with counts and scans * Manage and order uniform stock * General office duties including, attend office emails, chase outstanding credits, printing store posters |
| **COMPLIANCE** | * Follow Health and Safety Policy, Food Safety Policy and compliance procedures in the store |
| **CULTURAL** | * Contribute effectively as a team member * Live the store values |

**PERSON SPECIFICATION**

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| **PEOPLE FOCUS** | **WORKING WITH PEOPLE**   * Is self -aware, approachable and mindful of their impact on others * Demonstrates an interest in, and understanding of people, behaving in a culturally sensitive manner * Is outgoing and supportive, recognising and acknowledging the contribution of others * Actively contributes to a team spirit of openness and inclusiveness where colleagues feel able to offer ideas * Listens and communicates openly and proactively * Adapts their style to build and maintain relationships with multiple stakeholders (staff, suppliers, peers etc) |
| **CUSTOMER FOCUS** | **MEETING CUSTOMER EXPECTATIONS**   * Brings everything back to the customer, identifying and focusing upon their needs & expectations * Actively sets, monitors and maintains consistently high standards of customer service * Continuously makes improvements for customers, seeking input from staff and customers to do so * Creates an environment that customers want to shop * Is responsive to feedback from all sources * Always adopts a “service” mentality regardless of their position or experience, genuinely enthusiastic about the difference service makes to the customer and success of the business |
| **ADAPTING AND RESPONDING TO CHANGE**   * Adapts to changing circumstances and accepts new ideas and initiatives * Tolerates ambiguity * Adapts personal style to suit different people and situations * Shows an interest in new experiences | |
| **CO-OPERATIVE CULTURE** | **ADHERING TO PRINCIPLES AND VALUES**   * Personally, upholds ethics, Foodstuffs and store Values and accepting nothing less from their team * Consistently demonstrates honesty and integrity (in words, decisions and actions) in all their dealings with customers, staff, suppliers, colleagues) * Follows due process on all issues of compliance * Demonstrates a strong work ethic through their commitment to the store’s success, ownership of problems and self-discipline * Leads by example in terms of Foodstuffs and store values, drive to succeed and positive outlook * Challenges appropriately while respecting the position of others |

**QUALIFICATIONS AND EXPERIENCE**

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| **ESSENTIAL** | * Good technological skills with a demonstrated proficiency in Microsoft office suite and ability to learn new software * High attention to detail * At least 5 years’ experience as an office administrator, office assistant or relevant role and a proven understanding of office management procedures * Excellent organisational skills * Excellent communication and interpersonal abilities |
| **DESIRED** | * Customer service experience * Retail or supermarket experience |

**SIGNATURE**

I have read and understood this Job Description:

Employee Signature Date: