**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
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| **COMPLIANCE** | * Follow Health and Safety Policy, Food Safety Policy and compliance procedures in the store
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| **CULTURAL** | * Contribute effectively as a team member
* Live the store values
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**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)
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| **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
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| **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
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| **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
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**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
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| **DESIRED** | * Customer service experience
* Retail or supermarket experience
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**SIGNATURE**

I have read and understood this Job Description:

Employee Signature Date: