



GENERAL ADMINISTRATOR

9 BRAND FOODS LIMITED

9BARN, RAKE LANE, ECCLESTON, CHESTER, CH4 9JN

OVERALL OBJECTIVE

To provide a comprehensive administrative support service within the business including a confidential and professional support service to the marketing, sales and commercial directors, coordination of H&S tasks and support with ad hoc project work for the wider team, including picking customer web orders.

KEY DETAILS

- Reports to the Sales, Marketing & Commercial Directors
- Supports the wider commercial team members
- 20-25 hours p/w
- Salary
- Holiday

DAY TO DAY

PERSONAL ASSISTANT

- Meet and greet all visitors to the Barn
- Answer all incoming calls and re-direct as appropriate
- Diary management for Sales, Marketing and Commercial Directors
- Organise client and internal conference calls, meetings and events both on and off site including catering.
- Service meetings, including preparation of meeting papers, obtaining and preparing briefing materials and presentations and taking minutes when requested/where necessary
- Respond efficiently to all electronic or verbal enquires for the team directors using your own initiative
- Advise the Directors of impending work deadlines for both internal and external commitments, e.g. reports, presentations, conferences, projects and expenses.
- Arrange travel both international and domestic including accommodation
- Compiling monthly expenses and credit card reports
- Supporting with ad hoc project work

HEALTH & SAFETY

- Support with maintenance of appropriate H&S documentation including accident and near miss reporting
- Coordinate weekly testing of fire alarms and checking of fire extinguishers
- Organise additional H&S support as required

WEB ORDERS

- Ensure all orders are picked correctly to meet customer service levels including correct quantities, SKUS and with no damages
- Assist with customer complaints process
- Monitor and maintain appropriate stock levels, working closely with our third-party warehouse
- Complete weekly stock checking of all FG product and investigate any stock discrepancies
- Unload all deliveries

WHAT WE NEED

- Previous PA experience
- Strong communication skills, both verbal and written to develop relationships internally and externally to the business
- Strong computer skills including Excel, PowerPoint, Word and MS Outlook
- Excellent organisational skills and the ability to work under their own initiative are vital to success in this role
- The post holder should possess the resourcefulness to highlight risk and potential opportunities. Able to work with managers that often work remotely.
- Dedication to the role and the business exhibited through attendance and a willingness and desire to learn and take part in areas and projects outside the scope of this role.

- Work closely with Sales/Marketing team to ensure orders arising from promotions are delivered in a timely manner
- Assist with any customer returns
- Ensure good housekeeping is adhered to in your area at all times
- Maintain and comply with company health and safety standards

CONFIDENTIALITY

- As part of the performance of this role you will be exposed to sensitive information that must be kept confidential during and after employment at 9NINE.

OUR VISION & VALUES

AT 9BRAND WE BELIEVE IN BEING FIRED UP TO SEED REAL, POSITIVE CHANGE FOR OUR CUSTOMERS.

- **Pay it Forward**

We believe in total wellbeing – for us and for others. And this philosophy goes beyond our customers.... We want to seed change in the world on a broader level. To be a company that gives back, not because it has to, but because it wants to.... Because we believe that its good for the soul. We want to make a positive impact on our community and our world.

- **Attitude & Passion to succeed**

The 9NINE state of mind is our driving energy. It's our guiding behaviour. This is what our products genuinely do for our consumers, but also about how we go about business. Looking to approach each day with our best selves and to help bring out the best in each other too. Believing and valuing that everybody's difference makes a difference. We are passionate about both what we do and how we do it. We come to work knowing that we will be supported, inspired and have fun with the people around us. We care as much about each other's success as our own. We passionately believe that thoughts and deeds are also seeds that make life and work better. This collective energy we create means we get amazing work done and we love doing it together.

- **Customer First**

We make and do what our customers want versus trying to make our customers want what we make. Our first question each day is "what does our customer want/need/believe and how can I help with that?". Whoever our end user is, we are primarily focused on them. That's as true internally as externally.

- **Entrepreneurial**

We are curious. We are always exploring other possibilities and avenues. Each day at work is a journey/adventure and we believe that through holding an enquiring and open mind, we will come to better solutions for our customers, our business and for the team.