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**ASAN Wood Saints**

**Retail and Business Support Administrator**

**Job Description**

**Purpose of the post:**

ASAN Wood Saints is an exciting and innovative community business established by All Saints Action Network (ASAN) to create employment and training opportunities, divert waste wood from landfill and generate surpluses to reinvest into making All Saints a better place.

The Retail and Recycling Administrator will work closely with the Wood Saints Manager and the wider Wood Saints and ASAN team to develop a service which reflects the ASAN brand, our environmental and social aims and which meets the needs of our partner and customers.

The role is responsible for ensuring the most efficient and highest possible standard of customer service and administration duties. Working as part of the team to ensure the Wood Saints operation achieves all set financial and social objectives and targets.

**Responsible to:** Wood Saints Business Manager & Supervisor

**Salary:** £17,000 - £17,550 plus holiday pay. Dependent on qualifications and

experience

**Hours of work:** 37.5 hours per weekto include Saturday working

**Application Process:** Apply by sending CV and statement explaining suitability (no more than 1 page) to[info@asan.org.uk](mailto:info@asan.org.uk) or post to ASAN, The Workspace, All Saints Road, Wolverhampton, WV2 1EL. Marking the envelope: ‘ASAN Wood Saints Retail & Business Support Officer.’ To be received no later than **Mon 17th February 5pm**.

**Specific Duties:**

1. To deliver exceptional customer service, managing and responding to general and specific enquiries from members of the public, businesses face to face, by phone or e-mail as they arise.
2. To be responsible for the provision of administrative procedures and support, including, website management, diary management of collections and other , preparation of timetables/ diary sheets and maintaining an efficient and accurate filing system.
3. To support the development and maintenance of systems that will assist in the effective inputting of information received as appropriate i.e. sales, wood collections, business leads etc. To include meeting monitoring requirements of National Community Wood Recycling Project, funders and ASAN internal output and outcomes recording. Liaising at all times with colleagues and external partners in order to ascertain the accuracy of information.
4. To work closely with the Wood Saints Manager and other ASAN staff to track expenditure and assist with the preparation of grant claims.
5. To be responsible for the building, maintaining and supervising of our volunteer team and providing administration support in terms of recording activity, training undertaken and expenses due.
6. To be responsible for the transport operation with collections /deliveries by answering donor telephone calls and arranging and organising driver diaries/ waste transfer documentation.
7. To be responsible for the Cash Handling and Operational Procedures, including setting up and closing tills for trading.
8. To work with the Wood Saints Manager and Supervisor to ensure all new products are created on the epos system with correct sales figures and financial data. To extract data from the EPOS system to provide regular and timely reports on a daily/weekly/monthly basis to the Chief Officer, Finance Officer and ASAN Board on the financial performance of the business.
9. Provide retail cover and support training delivery
10. Support the physical organisation of the Depot space as required.
11. To be responsible for the preparation of marketing materials resources using desk top publishing facilities and liaising with external print and promotion contractors
12. To be responsible for Social Networking, Social Media presence, other promotion and e-commerce activities.
13. Support meetings and events via the taking of minutes and the organisation of refreshments as and when required.
14. To maintain an efficient communication system for recording and reporting telephone calls, faxes, emails and post for the staff team.
15. To undertake his/ her duties in a way that secures positive action in respect of both equal opportunities and multi-cultural approach.
16. To participate in a programme of self-professional development to ensure that the necessary skills, knowledge and understanding are kept up to date.
17. To participate, collate and support in the process of social accounting undertaken by ASAN. To support wider activities across ASAN as required.
18. To undertake such other duties which may be reasonably regarded as within the nature of the duties and responsibilities/ grade of the post defined

Please note: This is an important position in the organisation. It is essential that you arrive at work at the required time. **THE POST HOLDER MUST COMPLY WITH ASAN’s POLICIES and PROCEDURES**

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| **PERSONAL SPECIFICATION** | **Essential** | **Desirable** | **How Identified\*** |
| **Qualifications** |  |  |  |
| Possess evidence to demonstrate a good level of general education (including English and Maths – or equivalent) | **✓** |  | **A** |
| NVQ Level 3 in Business Administration or equivalent | **✓** |  | **A** |
| Full Driving Licence |  | **✓** | **A** |
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| **Knowledge & Experience** |  |  |  |
| Previous experience of administrating activities within a busy working environment | **✓** |  | **A & I** |
| Previous experience working with volunteers. |  | **✓** | **A & I** |
| Experience of direct contact with the general public |  | **✓** | **A & I** |
| Experience of working with or administering Electronic Point of Sales (EPOS) systems. |  | **✓** | **A & I** |
| Knowledge or experience of working in line with Environment Agency Guidelines. |  | **✓** | **A & I** |
| Knowledge or experience of maintaining health and safety at work requirements within a construction or industrial setting |  | **✓** | **A & I** |
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| **Skills & Competencies** |  |  |  |
| Excellent communication and interpersonal skills (both face to face and on the telephone). | **✓** |  | **I** |
| Excellent verbal and written communication skills | **✓** |  | **I & T** |
| Good numeracy skills | **✓** |  | **I & T** |
| An understanding of confidentiality | **✓** |  | **I** |
| Strong organisational and time management skills. | **✓** |  | **A & I** |
| Attention to detail and record keeping | **✓** |  | **A & I** |
| Ability to work flexibly as part of a team to meet the needs of the service | **✓** |  | **A & I** |
| Computer literate, including data experience – e.g. knowledge of Word, Excel, Access, PowerPoint and Outlook etc. | **✓** |  | **A & T** |
|  |  |  |  |
| **Personal Attributes** |  |  |  |
| Personable and approachable with strong relationship building skills. | **✓** |  | **A & I** |
| Honest and reliable | **✓** |  | **A & I** |
| Team player | **✓** |  | **A & I** |
| Able to work with minimal supervision | **✓** |  | **A & I** |
| To be proactive and self-motivated and possess the ability to use own initiative. | **✓** |  | **A & I** |
| Excellent attention to detail and a high degree of problem solving skills as well as adaptable to changing needs/priorities. | **✓** |  | **A & I** |
| Ability to work under pressure in sometimes difficult and pressing circumstances. | **✓** |  | **A & I** |
| A logical approach to tasks and problem solving. | **✓** |  | **A&T** |
| Innovative in setting up systems | **✓** |  | **A & I** |
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**A = Application (CV & supporting statement)**

**I = Interview**

**T = Test**