



Job Title: Retail Administrator

Salary Range: £16,838 - £19,338 (all other areas)

Job Level: Organisational Support

Reports to: Retail Director

Location: Bristol

Who are we?

Shaw Trust is a progressive charity on an exciting journey to help five times more people over the next five years. For over 30 years we have supported disabled and disadvantaged people to make positive changes to their lives through training and employment, and our ambitious plans need the right people to help us transform many more lives, in many more ways.

What we do is exciting, fulfilling and diverse and it's about to get even better. As well as employment services, we work with kids in schools, help offenders in prisons, and empower people to take part in activities that many of us would take for granted.

Working with us gives you far more benefits than a standard package; it gives you the chance to help turn someone's life around.

What we need?

To assist in the development and maintenance of an efficient administration service to support the relevant department.

Are you right for the job ?

- Supporting all administrative requirements relating to the service.
- Maintaining and generating reports.
- Maintaining records and monitoring information.
- Administration support to the Retail team.

Person Specification

Job Title: Retail Administrator

(E = Essential D = Desirable)

Core Competencies <ul style="list-style-type: none">• Embraces change and drives continuous improvement (E)• People centred in a commercial framework, takes accountability for results (E)• Demonstrates a passion to further the charitable aims of the organisation and acts with integrity (E)• Collaborates and unites with others behind the organisations mission (E)• Provides a best in class service to all clients internal and external (E)
Experience <ul style="list-style-type: none">• Relevant previous administrative experience (E)• Experienced in minute taking (E)
Skills and Attributes <ul style="list-style-type: none">• Ability to multitask and provide an efficient administrative service (E)• Good organisational, time management and administrative skills (E)• Excellent IT skills with proficient Microsoft office skills including ability to use powerpoint and databases (E)• Flexible approach and ability to cope with the varying demands of the role (E)• Excellent interpersonal and communication skills (E)
Safeguarding <ul style="list-style-type: none">• Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. (E)• This post requires a Criminal Records Bureau disclosure at Basic Level (E)
Other <ul style="list-style-type: none">• Occasional travel to other sites may be required (E)• Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity (E)

Main Duties and Responsibilities

1. To assist in all aspects of administration by utilising current systems to enable efficient production of documents and maintain effective records.
2. To report on all aspects of the CRS EPOS till reporting system and produce online analytics as required

3. To support the management of the stock distribution service by scheduling deliveries and collating data from customers, donors and staff.
4. To support with the development and formatting of process delivery maps for Retail procedures.
5. To assist with the stock buying process by arranging meetings managing distribution streams raising purchase orders and co-ordinating stock takes
6. Document and maintain training materials on the Retail Sharepoint site and to cascade information to shops and regional managers as appropriate.
7. To maintain appropriate systems, both computerised and manual to ensure correct audit trails are maintained and records kept up to date.
8. To provide up to date financial statistical information for review and analysis by running reports from our systems.
9. To take minutes at meetings as requested.
10. To adhere to Shaw Trust policies, procedures and quality standards.

Other

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.
4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.

5. The Trust has an Equality and Diversity Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
6. To maintain the confidentiality about clients, staff and other Trust business. Where work is of a confidential nature information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
7. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust's risk management arrangements.
8. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
10. Recycle and manage energy within your environment.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.