

Job title:	Office Administrator
Location:	Skyeskyns, 17 Lochbay, Waternish Isle of Skye, IV55 8GD
Salary range:	£26,000 to £28,000 annual pro-rata - salary negotiable for the right candidate
Application contact:	Dave Till or Isabelle Florin

Monday to Friday – 30 to 40 hours a week – Skyeskyns aims to be a flexible working employer, details on application.

Job description

ROLES AND RESPONSIBILITIES INCLUDE THE FOLLOWING, WITH POTENTIAL FOR DEVELOPMENT:

- RUN OFFICE OPERATIONS INCLUDING ANSWERING CUSTOMER QUERIES ON THE PHONE AND VIA EMAIL AND PROCESSING MAIL ORDERS.
- MAKING FULL USE OF OUR E-COMMERCE WEBSITE TO SUPPORT THE RUNNING OF OUR WEB ORDER SERVICE AND ASSOCIATED CUSTOMER COMMUNICATIONS.
- HELPING TO MANAGE THE SMOOTH DELIVERY BESPOKE AND COMMISSIONED ORDERS WITH THE HELP OF THE SEWING TEAM AND STOCK MANAGER, ACTING AS LIAISON BETWEEN MEMBERS OF THE SKYESKYNS TEAM.
- MANAGING DAY-TO-DAY POST INCLUDING INTERNATIONAL SHIPPING AND CUSTOMS REQUIREMENTS.
- DESIGNING AND MAINTAINING FILING SYSTEMS, INCLUDING HR FILES, AND KEEPING CUSTOMER AND COMPANY RECORDS ACCURATE.
- SUPPORTING ACCOUNTING PROCESSES, INCLUDING PREPARATION OF INVOICE AND PAYROLL INFORMATION
- ORGANISING ROTAS WITH THE SUPPORT OF THE MANAGEMENT TEAM
- MANAGING SOME OF OUR HR PROCESSES
- MAINTAINING A SUPPLY & PROCUREMENT SYSTEM AND KEEPING ALL OFFICE SUPPLIES, STATIONERY QAND WEB ORDER PACKAGING SUPPLIES TOPPED UP.
- MANAGING CASH PAYMENTS AND BANKING.
- IDENTIFYING AREAS FOR IMPROVEMENT IN ADMINISTRATIVE PROCESSES, SUGGESTING AND IMPLEMENTING POSITIVE CHANGES.
- TAKING AN ACTIVE ROLE IN THE DEVELOPMENT AND MANAGEMENT OF SOURCING PROJECTS AND NETWORKS.
- SUPPORTING THE DAY-TO-DAY FUNCTIONS OF THE SKYESKYNS VISITOR ATTRACTION AS AND WHEN REQUIRED.
- OTHER DUTIES AS AND WHEN BUSINESS REQUIREMENTS ARISE AND COMMENSURATE WITH THE SCOPE OF THE ROLE

EDUCATION AND EXPERIENCE REQUIREMENTS

Experience in a similar role is essential.

Professional, further or higher education qualifications are desirable but not essential.

ESSENTIAL SKILLS AND BEHAVIOURS

- Excellent and proven customer service skills
- Attention to detail
- Organised and focused individual

- Positive and problem-solving outlook
- Experience of a range of software
- Ability to become familiar with and proficient in new software, e.g. stock system and content-management systems.
- High levels of IT literacy
- Understanding of basic accounting and financial management
- Experience in maintaining rotas
- Understanding and, ideally, experience of HR and payroll processes
- Excellent written and oral communication skills
- Ability to function well in a small and diverse team.
- A self-starter working on own initiative and keen to contribute to business.