



1. **Job Title:** Office Administrator & E-Commerce Sales support. (Part-time)
2. **Reports to:** Geraint Hughes & Sandra Combstock (Primary) / Simon Mason (Secondary)
3. **Date:** November 28th 2024
4. **Employment period:** 1 month probation then 6-month minimum contract with unlimited extension
5. **Salary:** Hourly rate commensurate with experience and current UK government regulations
6. **Hours:** Flexible, perceived workload 20 – 25 hours per week across 4 or 5 days, with overtime options
7. **Company Purpose:**
 - To remain as a stable, growing hockey specialist company with reputation for excellent products and first-class service. Encompassing the 'win before you play' mentality
8. **Job Purpose:**
 - To be a valuable part of the office team, providing customer service support on phone and email.
 - Assisting the sales team with data analysis and preparation.
 - Assisting the office team with e-commerce order processing and e-commerce platform accuracy.
 - Executing specific tasks as required by other team members using the Microsoft Office suite of software.
9. **Accountabilities and Activities:**
 - To work efficiently and collaboratively as part of a team
 - To serve retail and wholesale customers by delivering outstanding customer service
 - To answer sales queries, triaging contacts to relevant staff but then answering those contacts as experience grows.
 - To support the office team with data analysis for sales processes.
 - To prepare MS office-based documents – letters, spreadsheets – as required by other staff.
 - Supporting other staff in the processing of e-commerce orders and maintaining accuracy of e-commerce platforms.
10. **Skills/Abilities/Experience**
 - Numerate and literate with strong skills on Microsoft Office programmes – Word / Excel / Outlook
 - Strong customer service skills and attention to details
 - Good communication skills with preferred proven sales experience



11. Organisation Chart

To report to Geraint Hughes & Sandra Combstock for day-to-day operational activity and Simon Mason / Geraint Hughes for long term planning.

To apply for the role, email office@mercianhockey.com with a cover letter and CV. The office will then contact relevant applicants to arrange interviews.