



SOLOMON & COMPANY (ST HELENA) PLC

JOB DESCRIPTION

DEPARTMENT: Mercantile
POST: Mercantile Administrator
RESPONSIBLE TO: GM (Mercantile)

JOB PURPOSE: To assist the GM (Mercantile) with general administration and maintain up to date data analysis relating to the Company's Wholesale, Retail and Procurement operations.

JOB OUTLINE:

- General administration duties including, drafting, typing of correspondence, maintaining of Mercantile files and records and provision of any other administrative support as directed by GM (Mercantile) and including providing a co-ordinating link on administrative matters only, when GM (Mercantile) is unavailable.
- Collate statistical information and undertake analysis in relation to sales and purchase data, predicting of sales trends, identifying customer buying patterns on imported and local produce and other Mercantile statistical collation and analysis
- Assist with research and identification of new product lines.
- Co-ordinate and assist with administrative arrangements for customer communications on opening hours, etc and advertising of events/seasonal promotions across the Mercantile Division, through liaison with Mercantile Managers and the Marketing and Communications officer and as directed by GM (Mercantile).
- Facilitate meetings, as requested by GM (Mercantile) and/or Mercantile Managers and act as Secretary accordingly, undertaking all related secretarial functions.
- Assist with price comparisons and analysis through market research, providing information on findings, to procurement and costing teams.
- Assist costing team during busy periods, to ensure deadlines for product receipt to shelf are met and through liaison and support to procurement, costing and stock control teams, as required.
- Assist with the organisation of staff training for Mercantile Division, through liaison with HR Development Officer and through providing a single point of contact in Mercantile for administrative arrangements in relation to training and facilitation of the completion of training evaluations and Mercantile training records.
- Provide administrative and research support to Mercantile Managers for the compilation of revenue and capital expenditure.
- Collate and maintain records of capital expenditure budgeted for Mercantile Divisions and provide monthly reports to Mercantile Managers on actual against budgeted capital expenditure spend.

- Collate information for monthly reports, as directed by GM (Mercantile) and monitor deadlines for reporting, statistical and operational returns by Mercantile Managers.
- Undertake the verification of write-offs for Mercantile Divisions in line with Write-Off Policy.
- Conduct internal food safety audits and follow-up reviews with the support of the Safety and Compliance officer on all food retail operations periodically within the five financial years.
- Provide assistance to retail outlets during planned events and seasonal periods.
- Any other duties as required by GM (Mercantile).

SPECIAL CONDITIONS

- Out of hours work if and when required by GM (Mercantile).

KEY COMPETENCIES

ELEMENT	ESSENTIAL	DESIRABLE
Knowledge & Experience	3-5 years experience in office management/administration	
	Experience of compiling letters, memo's and minutes of meetings	
	Experience in data collation and analysis	
	Experience in market research	
	Understands excellent customer service delivery	
Skills & Abilities	Prioritisation of work to meet deadlines	Minute-taking
	Highly organised and structured approach to work	
	Be able to multitask	
	Good Communication Skills	
	Good level of accuracy	
	Be able to collate information to produce reports	
	Analytical and able to identify patterns/trends	
	Able to use office management systems (particularly MS Office apps)	Familiar with EPOS and accounting software
Strong Interpersonal Skills		
Education & Training	Highly literate and numerate	
	Minimum Grade C in GCSE in Maths/English	NVQ in Business Administration
	Certificate in IT	Customer Service Qualification to NVQ Level 2
Character & Disposition	Approachable	
	Highly confidential	
	Goal-orientated	
	Self-discipline	
	Self-motivated	
	Decisive	

	People-focused	
	Energetic	
	Resilient	
	Assertive	
	Committed to quality & excellence	