

OFFICE ADMINISTRATOR Faversham

Macknade creates spaces and experiences that bring communities together around a shared love of food & drink. Encompassing retail, hospitality, events, food service and farming, the Macknade brand has been synonymous with quality and community since 1847.

With strong roots in the garden of England and the island of Ischia in Italy, we are on a mission to bring producers, suppliers and consumers closer together in true community spirit.

We are seeking an Office Administrator to join our team to support in all aspects of office administration, the role will be working closely with our Senior management team.

The successful candidate needs to ensure a fantastic Macknade experience is received in all communication to anyone within the Macknade community. Due the wide scope of the role, previous office administration experience is essential.

The role will include all aspects of the day-to-day administration of the group as detailed below. There will also be a requirement to help in other areas across the Macknade Group as necessary:

- To provide general office administration as required for the Macknade Group including, but not limited to: managing daily post, ordering of office supplies, supporting the operational team with customer queries, managing office cleaning rota
- To be the principle point of contact with all inbound telephone calls giving an excellent customer and supplier experience;
- To co-ordination online sales and support with fulfilment as required;
- To ensure a positive, customer focussed response is delivered to every customer enquiry in a timely manner;
- To manage and co-ordinate diaries across the business
- To co-ordinate, collate and distribute Board of Directors papers and take minutes as appropriate
- To ensure that the highest level of customer service is provided at all times to maximise customer satisfaction. This will include support in delivery of events and shop floor leadership;
- To co-ordinate and support in the delivery of Pre-Christmas and Hamper orders;
- To actively take part in the Macknade's performance management processes and to undertake appropriate training and development activities as required;
- To comply with and implement as appropriate all relevant Macknade policies and procedures;
- To maintain good and clear communication between all members of the team.
- To ensure confidentiality is always maintained.
- To undertake such other duties that may be determined from time to time within the general scope of the post.
- To lead in promoting Macknade's ethos and values.

MACKNADE

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- To actively take part in our performance management processes and to undertake appropriate training and development activities.
- To comply with, as appropriate, all relevant company policies and procedures.
- To participate in our staff support and development scheme and to undertake training based on individual and operational needs.
- To demonstrate positive personal and professional behaviour as specified in our staff code of conduct.
- To undertake any other duties as reasonably requested.

Hours of work will vary with the job depending on where the emphasis of the role is on each day.

Holiday is pro rata with a full-time rate of 28 days.

We work hard to make life at Macknade the best it can be for all our team, with great perks that include staff discounts, free lunches and best of all, the opportunity to learn, thrive & grow in your career.