

PROTECT - MANAGEMENT

JAMES WILSON (ORKNEY) LTD. JOB SPECIFICATION

Profile of Position		Office Administrator			
Position Details					
Location:	James Wilson Ltd. Main Office/Store				
Status:	VACANT				
Date Occupied:					
Incumbent:					
Employment:	Probationary/Full				
Line Manager:	General Manager				
Review:	Six Monthly				
Comments – General traits required from the person occupying the post					
1. Judgement: Must be able to judicially prioritise and appropriately distribute relevant information.					
2. Communication: Must have good inter-personal communication skills that develop & maintain customer relations.					
3. Personal Effectiveness: Must be able to proactively collate and process work in an efficient, timely manner.					
4. Managing and Organising: Must be able to appropriately prioritise and administer duties in a busy office environment.					
Position Competence Requirements – Competences required prior to assuming the post					
Able to work effectively in a fast paced, changing environment through frequent interruptions			Essential		
Able to remain courteous and calm with customers and staff			Essential		
Able to judicially relay complete and accurate information to appropriate recipients			Essential		
Able to work cooperatively and productively with others to achieve results			Essential		
Able to work creatively within standard procedures to fit a specific situation			Desirable		
Acquired Competences – Competences to be gained through experience in the post					
Able to effectively use SWORDS wholesale distribution applications			Essential		
Able to accurately track, monitor and maintain appropriate levels of stock			Essential		
Able to understand and adhere to established ordering schedules & procedures			Essential		
Able to accurately use electronic & paper filing systems so information can be readily retrieved			Essential		
Appraisal and Review Chain – Review of performance in the post, role development and amendment of the JOBSPEC					
Line Manager	General Manager		-	J Leonard	
Manager	Managing Director		-	K Leonard	
Period	Six Monthly				
Key Responsibilities – The eight main duties of the person performing the role					
Business Function	Wholesale Grocery Supply				
Position Role	Office Administrator				
Main Duties:	1. Effectively seek out, receive and process customer orders via fax, email, 'phone and internet				
	2. Understand and adhere to established ordering schedules				
	3. Accurately and effectively process orders to suppliers in accordance with SOPs				
	4. Accurately and effectively process delivery documents in accordance with SOPs				
	3. Accurately and effectively report and resolve discrepancies between ordering & deliveries				
	4. Accurately and effectively use electronic and paper filing systems to retain records				
	5. Respond courteously, with clarity and accuracy to enquiries from customers and colleagues				
	8. Appropriately assume colleagues' tasks, as directed, when required to cover staff shortages				
Created By :	J Leonard	Tel No:	(01856) 850 234	On:	4 May 18
Last Updated By :	J Leonard	Tel No:	(01856) 850 234	On:	4 May 18
Last Reviewed By :	J Leonard	Tel No:	(01856) 850 234	On:	17 Sep 26

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POSITION PROFILE REPORT (JOBSPEC) REVIEW NOTES

Serial	Date	Reviewer	Observation	Action Required	Remarks
(a)	(b)	(c)	(d)	(e)	(f)
1.	12/12/2018	J Leonard	Accurate	Nil	
2.	11/04/2019	J Leonard	Accurate	Nil	
3.	02/08/2019	J Leonard	Accurate	Nil	
4.	07/04/2020	J Leonard	Accurate	Nil	
5.	17/09/2026	J Leonard	Accurate	Nil	
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