

Position: Part-time Administrator Reporting to: Co-Directors

Overview

Hamilton & Hodson is a friendly, experienced small business partnership specialising in upholstery and furniture restoration for domestic settings. We also: restore and sell our own furniture range; offer soft furnishings made to order, upholstery tools and supplies; offer a personal fabric service (advice and sales), and run weekend upholstery courses.

Since opening our workshop on Bristol's Redland Train Station in 1996, we have built up a largely local and loyal client list. Due to a focus on developing our profile online (via a newly designed website and social media), and gaining useful local coverage in magazines (Bristol 24/7, Bishopston Voice and The Bristol Magazine), we are experiencing an ever-increasing demand for our services. We are gradually building up our small team and need an experienced administrator who enjoys working for small companies.

Our administrator will sit at the heart of the business, helping to organise and co-ordinate the office and contributing to the long-term development of the company. We are looking for a self-starter who has excellent administrative skills, enjoys autonomy and can bring ideas to the business (both administratively and creatively).

Role Purpose

- Ensuring all administrative areas are carried out efficiently and meeting agreed deadlines
- Ensuring the office runs smoothly and professionally
- Providing excellent customer service for clients, students, suppliers and business partners

Job Description

Key Responsibilities

General Office Duties:

- Ordering stationary and upholstery/workshop supplies
- Undertaking periodic stock take
- Updating Hamilton & Hodson price lists when necessary (Jobs price list, Upholstery Supplies price list)
- Streamlining administrative systems (including developing/maintaining workable database)
- Managing the work diary

IT:

- Managing IT systems and troubleshooting
- Researching/purchasing software

Finance (in collaboration with Directors):

- Banking: - using *Xero* software – deposits/invoices; bank/Pay Pal reconciliation

Marketing (in collaboration with Directors):

- Website management/development
- Social media: managing accounts (Facebook, Instagram, Twitter) and being responsive on a daily basis

Client commissions:

- Preparing/updating job cards / index cards in collaboration with Directors
- Liaising with clients
- Organising transport where necessary
- Managing database for client commissions (including customer analysis)

Fabrics:

- Placing fabric and fabric sample orders
- Organising/pricing fabric samples

In-house Upholstery Course Management:

- Adding courses dates to the work diary
- Managing Eventbrite ticketing processes
- Advertising courses (on company website, via social media and contacting past students)
- Liaising with students
- Booking catering
- Updating/preparing Student Information Packs

Mid Century Revisited (the furniture sales arm of the business):

- Researching / managing online selling platforms
- Liaising with customers and couriers

The Directors reserve the right to change this job description as the role develops, but in close discussion with the post-holder.

Personal Specification

The Ideal Candidate

- You will have excellent written and verbal communication skills;
- You will have excellent IT skills: in Word, Excel, and online media (web and social media);
- You will love administration work and be a good completer / finisher of tasks. You will need excellent attention to detail;
- You will have a passion for, and take pride in, providing high quality customer service;
- You will be great at dealing with people and have a confident telephone manner;
- You will need to be very well organised and happy to work on your own initiative;
- You will need to feel comfortable and confident about working in a very small company (at any one time, there will be no more than 5 people working);
- You will have some relevant office experience;
- You will have a good sense of humour!