



Role Profile			
Job title	Finance and Administration Co-ordinator	Date	August 2022
Business	Ye Olde Pork Pie Shoppe		
Department	Admin team		
Working Hours	Core Office hours but flexibility to top/tail hours or occasional weekends		
Location	Ye Olde Pork Pie Shoppe Melton Mowbray / PieQuarters		
Role Summary			
<p>This is an exciting role within an area of our business that is currently undergoing significant change and modernisation.</p> <p>Dating back to 1851, the shop is both a tourist attraction and somewhere the local community is proud of. Our Melton Mowbray Pork Pies have protected status and we are keen to retain tradition and artisan craft but also take this on to a new level both in our shop and via our online business.</p> <p>The role of the Finance and Admin Co-ordinator is key in delivering the day to day running of the shop and fulfilment centre in Melton Mowbray. This is a face paced, exciting and varied role which requires a calm and controlled person with a desire to get the bottom of something and implement new ways of working.</p>			
Reporting Structure			
Reports to	Bakery Operations Manager & Ye Olde Pork Pie Shoppe Lead (when appointed)		
Direct & indirect reports	None		
Key internal stakeholders	Bakery and Shop teams, YOPPS leadership, Fulfilment Centre, Walkers Charnwood, Technical & People teams, Shared Service Centre, Group Payroll		
Key external stakeholders	All Web and Wholesale customers, Suppliers, Bank, Tourist Groups		
Key accountabilities and responsibilities			

Through a team of two, this person will assume joint ownership of:-

- All elements of Purchases through to Payments. Incorporating stock control, PO raising & receipting, invoice processing payment scheduling, supplier management and SSC liaison.
- All elements of Customer orders through to Payments. Through multiple channels (Web, Wholesale, Phone) processing orders, liaising with stakeholders to ensure delivery, despatch, invoicing, and payment. Customer set up and management, price file management, customer query and direct communications.
- Deliver key financial performance reporting on the business across multiple factors on daily/weekly/monthly basis to drive better understanding of products or customers to improve the business. Analysing business costs, stock control, suppliers and supporting forecasting forward.
- Either locally or through SSC support all banking and cash reconciliations, controlling on site cash and same day payment processing.
- Be a Master Data owner, across multiple systems and stakeholders ensure master data is aligned, controlled and compliant. Supply label printing for products off the back of correct master data.
- Administer and organise the Group Bookings and Demonstration element of the business, customer communications, confirmations and be the lead liaison on the day to deliver WOW factor.
- Be a supply chain liaison for both internal and external and internal collections and deliveries.
- Support the business at various events on site or offsite (maybe weekends or out of core hours) throughout the year.
- General adhoc support on for SSC, Fulfilment centre and the Operations manager to ensure smooth running of the business and compliance
- Play a massive part in improving systems and ways of working. The business will be looking to change a lot of systems and this person will be pivotal in choosing, implementing and leading usage new IT systems in the business.

Who are we looking for?

Primarily we are looking for an approachable, capable, engaging, and enthusiastic person to work with a small team of admin, bakery and retail colleagues.

Ideally,

- you will have a love for food and experience of working within similar small teams on varied financial or administrative tasks.
- A confident style to engage with multiple stakeholders, both internal and external, in person, phone or digitally.
- You will be detailed, methodical, quick to learn new processes and can demonstrate ways to improve and adapt.
- Systems savvy, using multiple IT systems demonstrating capability, confidence, and attention to detail.

No two days are the same and somebody who thrives in solving challenges and working collaboratively as a team will be key to success in this role.

Competencies, attributes & behaviours for success

Competency	Descriptors
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Value People	Demonstrates the belief that people are our most important asset and central to the success of the organisation. Everybody should be always treated with dignity and respect.
Customer Focus	Demonstrates the understanding that the satisfaction of our internal and external customers is the foundation of our success.
Collaborative Team Working	The willingness to act as part of a team and work towards achieving shared objectives through adopting best practice in line with our Group Purpose, values, and culture framework.
Flexibility & Adaptability	The ability to change and adapt own behaviour or work procedures when there is a change in work environment, for example because of changing customer needs.
Initiative & Taking Ownership	Steps up to take on personal responsibility and accountability for tasks and actions in line with our Group Purpose, values, and culture framework.
People Management	The ability to understand people and their motivations, build good relationships with them and help them unlock their potential
Drive for Excellence	Knows the most effective and efficient processes for getting things done, with a focus on continuous improvement.