



TROPICAL FOREST PRODUCTS Ltd.

PO Box 92
Aberystwyth
SY23 1AA
Tel 01970 832 511
Fax 01970 832 911
mail@tropicalforest.com

OFFICE CO-ORDINATOR
2018

Background

Tropical Forest Products specialises in importing Fair Trade organic honey and beeswax from several African countries. The honey is produced deep in the forest by beekeepers who, for generations, have perfected the art of log hive beekeeping and have built an intuitive bond with their bees. We believe that by providing a reliable market for this honey and beeswax we increase the value of the forest resources for the local people, thus empowering them to preserve their environment.

As well as working with African beekeepers we are beekeepers in our own right, having extensive apiaries across Wales and England. Our bees produce a range of honey varieties according to the different bee forage available as the season unfolds.

We pack honey in our Aberystwyth factory and supply customers such as Marks and Spencer, Waitrose, Fortnum and Mason etc., some under our own label and some under our customers' labels. We also supply bulk honey and beeswax to cosmetic companies such as The Body Shop, Lush, Weleda etc.

BRIEF JOB DESCRIPTION

Responsible for the organisation and implementation of office operations, procedures and resources in order to facilitate organisational effectiveness and efficiency. To act as an anchor person, keeping the production section supplied with inputs, organising smooth deliveries to customers in the UK and abroad as well as undertaking routine book keeping and maintaining a healthy cash flow.

Please see below for a more detailed job description.

ESSENTIAL SKILLS AND EXPERIENCE

- Several years experience in administration within a commercial background
- Competence in using an accounting package, ideally Quick Books
- Computer literate, confident in the use of Excel and Word
- Accurate and numerate
- Ability to prioritise with excellent time management skills
- A confident telephone manner, and the ability to remain calm while dealing with multiple tasks
- Excellent customer service skills
- Human Resource procedure and practices knowledge and experience
- Experience of payroll administration
- Sickness and absence monitoring

DESIRABLE SKILLS AND EXPERIENCE

- Experience of working within a food manufacturing environment
- Sales experience, including social media
- First aid trained

Tropical Forest Products is a successful, expanding business with a strong ethical focus. Our ideal candidate is a self-starter who is able to use their own initiative to improve the operations of the business as well as work in collaboration with the Administration Manager and management team. The work is diverse and, at times, fast-paced with competing priorities. We expect candidates to relate to the ethos of sustainable development and to be able to work harmoniously in a small, dedicated team, with the flexibility of attitude that this entails.

CONDITIONS OF EMPLOYMENT

5 days per week (Monday-Friday, 9-5pm). Rate of pay: £22-27,000 depending on experience.

TO APPLY: Send a CV and covering letter to:

Andrea Clewett, Office Co-ordinator

mail@tropicalforest.com

Tropical Forest Products, PO Box 92, Aberystwyth, SY23 1AA

Deadline for applications: Tuesday 3 April 2018

Interviews will be held on: Week commencing 23 April 2018

NOTE: this post is initially maternity cover for 12 months, with a view to finding a permanent position within the Company for the ideal candidate.

OFFICE CO-ORDINATOR

JOB DESCRIPTION

General

Responsible for the organisation and implementation of office operations, procedures and resources in order to facilitate organisational effectiveness and efficiency. To act as an anchor person, keeping the production section supplied with inputs, organising smooth deliveries to customers in the UK and abroad as well as undertaking routine book keeping and maintaining a healthy cash flow.

This role will be based at our factory premises near Talybont, Aberystwyth, mid Wales.

Main duties

- Monitor and implement improvements to office policies and procedures as required
- Perform routine book keeping, clerical and administrative tasks
- Maintain management information systems
- Become familiar with beekeeping and bee products, in particular honey varieties and beeswax
- Become familiar with all aspects of existing sales accounts
- Carry out on-going administration of customer accounts
- Support sales activities by sending out samples, letters etc.
- In liaison with the Production Manager, organise the weekly schedule for dispatch of orders
- Produce all documents relating to deliveries
- Solve any problems arising from deliveries
- Order inputs needed by the production section
- Monitor and maintain office supplies
- Receive all customer / consumer enquiries and respond as necessary
- Complete monthly payroll documentation for all staff and monitor sickness and TOIL where appropriate
- Provide HR support and advice on company policies and procedures as and when required
- Organise and assist with annual performance reviews for all staff
- Carry out other duties as requested by the Management team

Key Competencies

- communication skills
- problem analysis and assessment
- judgment and problem solving
- decision making
- planning and organising
- work and time management
- attention to detail and high level of accuracy
- delegation of authority and responsibility
- information gathering and monitoring