

Essex Wildlife Trust

Job Description and Person Specification



Job title: EPOS & System Administrator

Location: Abbots Hall with regular visits to our Nature Discovery Centres

Reports to: Nature Discovery Centres North Cluster Manager

Job Purpose

Essex Wildlife Trust is the county's leading conservation charity, committed to protecting wildlife and inspiring a lifelong love of nature. By 2030 we aim to protect and connect 30% of land and sea and inspire 1 in 4 people in Essex to take action for wildlife.

The Epos & System Administrator provides central support by undertaking a range of key administrative tasks, essential to the smooth-running of our commercial operation provision. This includes managing and maintaining our Epos system, as well as managing our room hire inbox, replying to enquiries in a timely manner and supporting the commercial teams with website queries.

You will work with internal and external stakeholders providing a professional can-do approach to customer service. You will have excellent organisational, interpersonal and communication skills, plus sharing our passion for Essex Wildlife Trust's work.

Our commercial operation includes 11 Nature Discovery Centres

Key Tasks

Service Delivery

To undertake relevant tasks to support the smooth running of the commercial operations especially the EPOS systems

- Data management within the EPOS system including but not limited to, uploading new products and suppliers, product price management, VAT, etc.
- Maintain a consistent and accurate stock file
- Introduce innovations to drive continuous improvement in systems, processes and productivity.
- Perform regular housekeeping duties on system data and reporting tools.
- Maintain existing and create new training manuals and guidance notes
- Be a central contact point for all NDCs
- Provide support, training and advice. Establish more efficient processes – which includes working in an NDC at least one day week to offer direct support.
- Ensure all product authorisation (importer) forms are signed off by the retail buyer or catering advisors before creation.
- Ensure that NDCs are following correct procedures relating to EPOS to ensure all centres have a consistent approach.
- Support the management of current stock levels by coordinating spot checks and stock takes.
- Support the NDC management team by providing 1st & 2nd line system support via the online helpdesk.

- Liaise with finance and admin teams to ensure effective communication and that mutual objectives are being set and worked towards.
- Create and distribute weekly, monthly and quarterly sales reports.
- Take leadership on our room hire provision: respond to telephone and email enquiries ensuring we maximise the number of bookings across all NDCs.
- Oversee online event listings on Eventbrite, the Trust website, and across relevant social media platforms to ensure provision is up to date and promoted in good time.

People

- Work as part of a close knit team.
- Deal with site and department enquiries or complaints in an efficient and professional manner.
- Excellent initiative and motivation.
- Ensure the safety of staff, volunteers and visitors by complying with all legal and EWT policies and procedures relating to hygiene, health and safety, fire and security.
- Excellent communication skills communicator who always shows professionalism.
- Willingness to learn new skills.
- Excellent reliability and dependability.
- Positive “can do” attitude.

Problem Solving/Innovation

- Encourage, listen and respond to all feedback.
- Offer solutions to problems which enable the centres to continue to trade effectively without impacting the accuracy of the system information
- Good communication with colleagues.

Planning/Organising

- Maintaining high standards of support and administration.
- Assist in the development and delivery of IT projects.
- Ensure accurate completion of centre records in accordance with EWT centre procedures.
- Ability to meet deadlines.
- Have excellent timekeeping and organisational skills.

Communication

- Work closely with centre teams to support them meeting their sales targets and EWT aims and objectives.
- Promotion of good communication and team working with all staff and volunteers in the visitor centre.
- Promote the work of Essex Wildlife Trust.
- Excellent, clear verbal communication skills.
- Ability to provide friendly, helpful advice.
- Ability to listen closely to colleagues and identify and anticipate needs.
- Ability to empathise and understand problems and needs of staff.
- To undertake any other duties which are commensurate with the role.

Knowledge and Skills

Specialist knowledge and experience:

- Extensive experience of managing an EPOS system to improve the success and profitability of a business
- Experience of developing and delivering training sessions around EPOS systems and till functionality
- Strong skills using Microsoft Office Suite, especially Excel.
- Excellent communication and interpersonal skills with the ability to communicate effectively.
- Experience of providing excellent customer care.

Essential skills and behaviours:**1. Team Working**

- Makes a positive contribution to the team, supporting colleagues in their day-to-day work.

2. Professionalism

- Ensures high standards are achieved and customer needs fulfilled.
- Self-motivated with excellent organisation skills and time management.

3. Determination

- Demonstrates commitment to the organisation and task completion.
- Able to remain calm and self-controlled under pressure.
- Methodical with excellent attention to detail.
- Proactive and solution-focused, demonstrating initiative and a willingness to take responsibility.
- Gets results and willingly tackles demanding tasks.

4. Customer Focus

- Works hard to meet customer needs and looks after their interests.
- Quickly builds rapport and easily establishes relationships with customers.
- Relates well to different types of customers, listens and gets on with them.

5. Planning

- Able to organise time effectively.

Additional Information

- The role requires some flexibility during some evenings and weekends as and when required.
- The role requires an interest in working for a charity that is determined to protect wildlife for the future and for the people of Essex.
- The role requires the ability to drive, including a full driving licence and use of a vehicle, though pool vehicles may sometimes be available.

Disability Confident Statement

As a Disability Confident employer, we are committed to offering an interview to anyone with a disability that meets all the essential criteria for the post. Please let us know if you require any adjustments to make our recruitment process more accessible.

Signed: _____ Date: _____

Name: _____