



Job Title:	Commercial Operations Administrator
Grade:	5a
Location:	Longleat
Department:	Commercial Operations
Reports to:	Product Manager

Job Summary

This is a 12-month Fixed term contract from June 2026, (16 hours per week) to support the implementation of the planned EPOS upgrade in Spring 2027.

The role may lead to a permanent position at the end of this fixed contract

Working in a fast-paced environment, the incumbent will be instrumental in helping to enable the smooth running of the Commercial Operations department from an administrative viewpoint. It will provide a high level of administrative support to the Product Manager and Retail buyers.

Key elements are demonstrating excellent customer care skills in dealing with customers, both internal and external, and maintaining & developing the ongoing & continuous integrity, infrastructure & information on the EPOS (Electronic Point of Sale) database.

Key Responsibilities

Key day-to-day responsibilities of the role include:

- Maintaining EPOS database and product information for each line.
- Create purchase orders on E systems for products for resale and other essential materials.
- Setting up new products in the EPOS system.
- Identifying price changes, actioning stock transfers, investigating non scans, processing damages
- Supporting with resolving any product queries.
- Checking and coding of invoices and any other related enquiries and queries using EPOS system to accurately record invoices against goods received.
- Adhere to and maintain effective management of stock administration and rigorously investigate and escalate all discrepancies.
- Ensure all reports are reviewed on a weekly or monthly basis (as prescribed) investigating any anomalies and escalating concerns to the buyer (e.g. Nil-sales reports).
- Ensure the timely and accurate creation of stock items onto the EPOS system for assigned product group.
- Responsible for running tolerance checks on item cost and selling price data to ensure financial accuracy of the merchandise management system.
- Liaises with suppliers on matters such as chasing open orders and dealing with invoice queries & credits.
- Liaises with guests around product requests and complaints.
- Working within guidelines responsible for own decisions using judgement and experience.

- Producing planograms for stores.
- Forecasting demand and optimising stock levels.
- Analysing *best sellers* and ensuring they are always in stock.
- Expected to use initiative to introduce developments within work area to improve efficiency and streamline tasks, and to resolve issues.
- General administration duties

General

- Support teams in merchandising ranges and build and maintain a supportive working relationship within.
- Ensuring accuracy of all data.
- Challenge existing standards to drive opportunities.
- To act as a brand ambassador for Longleat ensuring that all work adheres to our brand guidelines/proposition and aligns with our vision of a Picture-Perfect site whilst performing the function required.
- To always provide a guest focused service ensuring that all work is completed to the highest standards of the brand.
- Always represent the Company by being smart in appearance and presentable whilst behaving in an appropriate manner in line with our cultural values.
- Be accountable for their own development seeking out opportunities to learn new skills to continuously improve.
- Work in a responsible and safe manner always adhering to Health & Safety, safe working practices and Company Policies and Procedures.
- Such other reasonable duties as and when required by your Line Manager.
- *The above list of duties is not exclusive or exhaustive, and the post holder will be required to undertake such tasks as may reasonably be expected within the scope of the role.*

The Ideal Candidate - Knowledge, Experience and Qualifications

Essential

- Educated NVQ level 3 or equivalent including Maths and English GCSE C.
- Sound experience in a busy office environment, preferably in leisure and hospitality sector with emphasis on customer care.
- Understanding of EPOS and basic merchandising principles.
- Knowledge of operation of standard office equipment
- Knowledge of clerical and administrative procedures and systems such as filing and record keeping.

Desirable

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The Ideal Candidate – Key Competencies

Essential

- Uses initiative

Desirable

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- Excellent IT skills – MS Word and Excel.
- Proficient in the use of internet and email systems.
- Excellent communication skills, both written and verbal.
- Ability to establish positive working relationships.
- Ability to manage and prioritise workload.
- Excellent organisational skills.
- Ability to work with discretion, sensitivity and maintain confidentiality
- High standard of presentation and accuracy of work.