



Stock File Administrator

Role Description:

Mole Valley Farmers holds its values at the core of the business, these values are embedded into the daily duties and responsibilities of every colleague. We are committed to delivering service excellence, and believe every colleague has a part to play in enabling us to achieve this. In this role you will be responsible for undertaking a variety of stock control and administration tasks, assisting with the financial administration of the store and any other general office administration tasks as allocated by the Duty Management Team.

Your Responsibilities:

Sales:

- ☐ Maximise sales opportunities through the consistent delivery of exemplary customer service, achieved through:
 - Accurate administration of the stock file thereby ensuring stock file integrity and optimising availability of stock for the customer
 - Organisation and control of customer / special order processing at the store
 - Achievement of the required standards of customer service for store audits and telephone calls
 - Provision of customer service duties on the cash desk as required

Stock Administration:

- ☐ Assume responsibility for the day-to-day control of stock movement administration within the store including:
 - Processing of all goods received paperwork including checking and entering supplier invoices, dealing with invoice queries and investigation / resolution of variances
 - Processing of all goods out paperwork including raising transfers, arrangement of couriers and deliveries to customers etc
 - Administering the goods returns programme including control and tracking of supplier credit claims
 - Assisting with the implementation of the store stock take schedule including processing and completion of stock takes
 - Assisting with the financial administration of the store including completion of cashing up and banking routines and tasks including preparation of reports etc. for financial period end
 - Organisation / coordination / completion of the daily stock file routines and schedules including completion of reports, investigation and rectification of negative stocks and maintenance of back office files and paperwork archives
 - Preparation and coordination of daily Cron Reports for management review
 - Overseeing customer service administration including processing of customer / special orders
 - Coordination and control of all procedure related to products returns to suppliers for repair
 - General office duties including answering the telephone, dealing with product enquiries and general clerical duties as required by the Store Management team
 - Meet the required audit ratings for tasks controlled by the Stock File Administrator role

Head Office and Registered Office

Mole Country Stores a division of Mole Valley Farmers Ltd, Exmoor House, Lime Way, Pathfields Business Park, South Molton, Devon EX36 3LH
T 01769 576280 | E enquiries@molecountrystores.co.uk

Registered in England No. 679848 | VAT Registration No. GB 143 2150 14 | moleonline.com



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Specification:

Requirement
Qualifications:
NVQ or equivalent in retail or administration
Experience:
Previous retail or administration experience
Knowledge of the agricultural and countryside marketplace
Knowledge / Skills:
Good communication and interpersonal skills
Strong retail disciplines with a passion for customer service
Good IT skills
Ability to work under pressure
Awareness of Data Protection / GDPR
Health and Safety awareness
Personal Attributes:
Confident
Self-motivated and able to use initiative
Friendly
Enthusiastic
Flexible approach

Behaviours for the role and in line with The Power of Mole:

- **Put Customers First** – being approachable, respectful, and friendly. Providing an unparalleled customer experience. Placing the customer at the heart of the business process
- **Be Honest** – being genuine, fair, and trustworthy. Operating professionally whilst communicating openly in a positive manner. Face challenges and issues but driving change and building sustainable relationships
- **Show Commitment** – being attentive, supportive, and loyal. Working to achieve results and sharing clear directions and goals. Collaborating with teams within the business to embrace change to achieve results
- **Be knowledgeable** – being informed, dedicated and authoritative. Recognising that the development of capability drives business success. Takes action to establish a high-performance, engagement culture within the organisation
- **Be courageous** – being challenging, passionate and creative. Being innovative and creative and delivers on commitments, uses flair and passion to drive change

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- **Offer solutions** – being innovative, informed, and progressive. Understands how their activities fit with business plans and analyses what is required to deliver effective outcomes. achieves high quality outcomes in appropriate timescales and identifies ways to improve effectiveness and efficiency

This role may be required to work additional hours as per the demands of the role. This job description covers the main requirements, but it is not exhaustive and may be subject to changes of definition as may become necessary from time to time.

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