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Job Description

Job Title: E-Commerce & Wholesale Administrator	Duration of Post: Fixed Term Contract
Reporting to: E-Commerce Operations & Wholesale Co-ordinator	Working Hours: 40 hours
	Start Date: TBC (20 weeks FTC)

Main Purpose of Role

As part of a small team, to administer two high performing e-commerce websites along with servicing major wholesale accounts for St Andrews Links and The Open Championship. Providing support to the E-Commerce Operations & Wholesale Co-ordinator to achieve departmental goals and increase profitable growth

Key Duties and Responsibilities

- Ensure all external and internal customers receive a 5-star level of service.
- Update and manage both shop websites
- Pick, pack, and process all web and wholesale orders.
- Process refunds and exchanges in a timely manner.
- Provide a shipping service for St Andrews Links and any related parties.
- Assist in the implementation of the e-commerce marketing plans
- Deal with all customer requests and complaints in a timely and professional manner, communicating any issues to relevant departments as required.
- Maintain a good level of housekeeping and stock control at all times.
- Communicate with the accounts department, couriers and other stakeholders as required.
- Aspire to develop and expand the brand image whilst focussing on profitable growth and business goals.
- When required undertake general warehouse duties following the agreed procedure to assist Ops team.
- Fully adhere to organisation's policies on health and safety, data protection and professional standards.

Person Specification

This section details the attributes e.g. skills, knowledge/qualifications and competencies which are required in order to undertake the full remit of this post.



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Attributes	Essential	Desirable	Means of Assessment
Education & Qualifications	Good basic education	Administrative Qualification	CV and interview
Experience & Knowledge	Experience working in a busy, target-driven environment	E-Commerce & wholesale experience	CV
Competencies & Skills	<p>Good administrative skills</p> <p>Effective communication skills</p> <p>Ability to work on own or within a team</p> <p>Attention to Detail/Accuracy</p> <p>Customer Service skills</p>	<p>Good IT skills, particularly Microsoft Excel and Outlook, bespoke packages</p> <p>Ability to work to deadlines</p>	CV, interview and references
Other Attributes/Abilities	<p>Self-Motivated</p> <p>Positive, can do attitude</p> <p>Passion and desire to succeed</p> <p>Positive attitude to change</p> <p>Good team player</p>	Hold a driving licence	Interview

Essential Criteria – requirements without which a candidate would not be able to undertake the full remit of the role. Applicants who have not clearly demonstrated in their application that they possess the essential requirements will normally be rejected at the short listing stage.

Desirable Criteria – requirements which would be useful for the candidate to hold. When short listing, these criteria will be considered when more than one applicant meets the essential requirements.



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Obligations as an Employee

- You have a duty to carry out your work in a safe manner in order not to endanger yourself or anyone else by your acts or omissions.
- You are required to comply with the Links health and safety policy as it relates to your work activities, and to take appropriate action in case of an emergency.
- You are responsible for applying the Links equality and diversity policies and principles in your own area of responsibility and in your general conduct.
- You have a responsibility to promote high levels of customer service within your own area of work.
- You should be adaptable to change, and be willing to acquire new skills and knowledge as applicable to the needs of the role.
- You may, with reasonable notice, be required to work within other areas of the Trust.
- You have the responsibility to engage with the Links commitment to Environmental Sustainability in order to reduce its waste, energy consumption and carbon footprint.