

Retail

## Retail Support Administrator



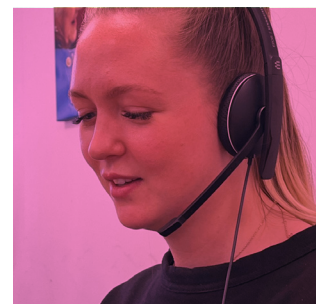
Too many older people have no one to turn to for support. We believe no older person should have to struggle alone. We're Age UK, the UK's leading charity for older people. We provide information, support, friendship and advice when it's needed most. Our services are a lifeline – could you help us reach even more people who need us?

### The job, in a nutshell

To be part of the Retail Help Desk in Warrington providing support around administrative and Operational issues. Providing first line support through the Customer Service Helpline, offering specific administration and support to a Divisional Sales Team. The key focus of this role is to deliver a proactive helpdesk support service to Age UK retail shops and supporters.

### What you'll do for us

- Provide helpdesk and divisional support to shop teams by receiving all inbound calls / emails within the Retail Help Desk supporting shops and supporters. You will be responsible for answering all customer enquiries or signposting on to the relevant department/individual.
- You will be responsible for processing all stock donation calls through the Help Desk and must contact relevant field staff for final action plan.
- You will be part of the administrative support function to a designated Divisional Group, supplying all information to the division from various input/output sources.



“Every day is different in this role and it is very rewarding to know you are supporting the retail shop staff and volunteers in raising funds, which provide services for older people in the UK. I feel I am part of a large extended family working at Age UK.”

**Kelly**  
RETAIL SUPPORT  
ADMINISTRATOR

## Our values

### WE ARE BOLD

In doing what's right for older people - We are unafraid in standing up for older people and in seeking support for our work with them.

### WE ACT TOGETHER

With and for older people - We act as one team, collaborating to get things done.

### WE ARE FOCUSED

On what makes most impact for older people - We never forget that older people are at the heart of everything we do.

# Retail Support Administrator



- You will ensure all relevant paperwork is sent and received within agreed timescales and must adhere to checking and inputting procedures within agreed timescales.
- You will be responsible for generating accurate and timely reports to specific client groups and keeping databases accurate apportioned to the individual role.
- As part of your role, you will accurately process all relevant invoices, raise purchase orders for the retail department and maintain and periodically archive all relevant paperwork within department guidelines.
- You will process orders received on behalf of all shops within a divisional area and support all Operations departments with both administration and customer service tasks.

## Other Responsibilities

- Meet and exceed all agreed Key Performance Indicators (KPIs) and Service Level Agreement (SLAs)

## Must have:

- Office based experience working within an administrative environment or supporting a retail estate.
- Ability to work with range of peer groups within the organisation to include volunteers, staff and senior managers.
- Empathic approach to customer service/signposting
- Proficient in the use of Microsoft365 and Windows 10 applications, particularly Excel, TEAMS & Outlook.
- Ability to work on own initiative and as part of a team.

## Great to have:

- Knowledge of logistical requirements that service a multi-site retail organisation, preferably system based

This role description is not intended to be exhaustive in every respect, but rather to clearly define the fundamental purpose, responsibilities and dimensions for the role. Therefore, this role description does not describe any individual role holder. In addition to the contents of this role description, employees are expected to undertake any and all other reasonable and related tasks allocated by line management.

## Location

Warrington

## People management

No

## Division

Retail



[ageuk.org.uk](https://ageuk.org.uk)

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