



R O M E R I L S

MANAGEMENT TEAM ASSISTANT

About us

Romerils is one of Jersey's largest, independently owned and managed businesses. We have been up and running for over 65 successful years and pride ourselves on our reputation for excelling in customer service.

About the role

We are looking for an organised and reliable Management Team Assistant to support our Senior Management Team and management in general.

The successful candidate will be self-motivated, passionate and accurate. This is an important role providing comprehensive secretarial, marketing and administrative support whilst providing the highest level of customer service to both external and internal customers.

For a full job description, please visit www.romerils.com/careers

What we can offer

If you are ambitious, unafraid of hard work and looking for an excellent, friendly working environment with a competitive salary; please complete an application form and send it with a covering letter to:

Sadie Johnson, HR Advisor, Romerils, Dumaresq Street, St Helier, Jersey, JE1 3UT or sadie.johnson@romerils.co.je

We are happy to receive your CV along with an application form, but a form must be completed. These are available from sadie.johnson@romerils.co.je, www.romerils.com/careers or our 1st floor reception in Dumaresq Street



R O M E R I L S

JOB DESCRIPTION

MANAGEMENT TEAM ASSISTANT

Our Vision

We are a vibrant retail market leader delivering the best, enjoyable shopping experience to inspire homeowners, while giving outstanding service. We know and engage with our customers, which gives us knowledge on delivering what they want. 'Best of the Best' in customer service is at the heart of all we do

Our People

To be able to deliver our vision, we need self-motivated, passionate people who can offer quality customer service whilst performing with honesty and integrity. We provide a friendly, enjoyable and supportive work environment

The Role

This is an important role providing comprehensive secretarial, marketing and administrative support to the Senior Management Team and management in general, whilst providing the highest level of customer service to both external and internal customers

Reporting Lines

Reports directly to Senior Management

Standards

- ✓ Every employee is expected to be honest and trustworthy in their dealings with customers, colleagues and the company.
- ✓ Nothing less than excellent customer service is acceptable with both external and internal customers
- ✓ A high standard of confidentiality is required with our working practices and operating systems
- ✓ All staff are expected to work as part of the team
- ✓ All staff are expected to work efficiently and accurately
- ✓ All Standard Operating Procedures (SOPs) must be followed at all times



PERSON SPECIFICATION

Knowledge of:

Secretarial	Marketing	Project work
English grammar	Microsoft word packages	Power Point
Databases	Access	Publisher
Social Media		

Skills required:

Multi-tasking	Initiative	Organisation
Communication	Problem solving	Prioritisation
Self-management	Time-management	Numerate
Effective verbal and listening		

Attributes

Confidential	Flexible	Reliable
Logical	Accurate	Organised
Common sense	Calm under pressure	Eye for detail
Finisher	Enthusiasm	Creative flair

PRINCIPLE DUTIES

Secretarial

1. Running of Senior Management diaries
2. Screening of Senior Management telephone calls
3. Screening and, where possible, dealing with customer queries and complaints, gathering information relating to the issue before passing on, if required
4. Co-ordination and booking of all business and training travel
5. Preparation of rooms for meetings, and organising and providing refreshments as required.
6. Copy and occasional typing, compiling of letters and labels
7. Maintenance and distribution of weekly copy correspondence
8. Distribution of incoming mail

Marketing

1. Liaising with agencies regarding advertising
2. Preparation and design of marketing flyers, in-house signage and quarterly newsletters etc
3. Maintenance of the company website
4. Maintenance of marketing budget



Marketing continued

5. Mail merges
6. Assist in maintaining consistency of our corporate branding in all existing PR, marketing, point of sale and in-house signage etc
7. Liaising with suppliers in relation to corporate material
8. Data inputting and maintenance of customer, supplier, marketing databases
9. Mail merges for all databases as appropriate
10. Maintenance of customer loyalty discount scheme
11. Circulation of internal and external marketing literature
12. Home owner packs
13. Email marketing
14. Scheduling and creating content for social media channels

Administration

1. Preparation of management reports for Senior Management and the Board.
2. Input, compilation and analysis of the Trading Summary report detailing departmental performance on a monthly basis
3. Updating display valuations
4. Assisting with the maintenance and recording of supplier rebates
5. Maintaining supplier, customer, marketing and other filing systems
6. Property rental and utility invoicing

Projects

1. Assist in the organisation and co-ordination of annual shows, exhibitions and events.
2. Maintenance and production of budget information for each individual event

Changes

Because of the diversity of our business, this job description will inevitably change. There will also be the need, from time to time, to undertake other activities that fall within the capabilities of the role holder, as directed by management.