



Assistant Order Administrator Temple Bar

About Petworth Places

Petworth Places is made up of several teams of dedicated people building a destination hospitality and food and beverage business with Eat, Stay, Event at the heart of the business. Our core businesses are located in the beautiful South Downs market town of Petworth, West Sussex, and the historic market town of West Malling in Kent.

Established in 2010, the group comprises a multiple-award-winning food brand, The Hungry Guest (a double winner of UK delicatessen and farm shop of the year), E Street Bar & Grill, and The Angel Inn (with seven upmarket guest rooms and two luxury holiday apartment/villas – Ryde House and East House). The group also includes Augustus Brandt, an interiors and antiques business, and Newlands House Gallery, an exciting gallery and exhibition space.

Our accolades include E Street Bar and Grill being awarded best restaurant in the South East in 2019 and The Angel Inn being awarded best pub in West Sussex in 2022. E Street Bar and Grill joined the global Chaine des Rotisseurs in 2022.

In 2019 we established a new wedding venue and events business which is growing steadily and in 2022 we launched our wine series events at E Street Bar and Grill, which has been a great success.

About The Role

The role of the Assistant Order Administrator is to be responsible for management of orders on Cybake (an electronic stock control, ordering and recipe system), in a timely and effective manner to company's standards and procedures. The role involves management of daily plans and recipes, as well as producing labels for the bakery and production kitchen. The administrative assistant will also be involved in goods in of produce and maintaining product specifications of those products.

Responsibilities

- To use CyBake (the in-house ordering and traceability software) to create the daily production summary for the bakery based on orders placed by the customers in the system.
- To print product labels using labelling system for the day's production using the daily production summary.
- To assist the Sales Manager with new customer set up. Collect customer information, contact details, and enter them onto CyBake, assigning products to new customers.
- To print recipes, daily plan, delivery round, and pick list using Cybake.
- To check emails and phone messages at start of day and refer to management on any issues highlighted by customers.
- To follow all appropriate procedures in order to provide the best service to our customers.



- To contribute to a safe, positive, cohesive and friendly environment.
- To perform general admin activities including photocopying, filing and laminating.
- To highlight any health and safety or quality concerns to management.

Financial Control:

- To manage stock levels of stationery for the office and labels for the bakery as appropriate.
- To avoid any unnecessary wastage with company materials.

Customer Awareness:

- To project a positive, professional and friendly image to the customers and employees at all times
- To communicate in a polite, friendly and courteous manner.
- To understand who the customers are, their expectations and needs, establish and maintain relationship/ rapport at all times.

Experience and Qualifications

The successful candidate will:

- Have a minimum of one year's previous experience in an administrative role.
- Be competent in general computer skills (Excel, Word, Email) and be capable of using electronic systems. (Additional training will be provided for Cybake)
- Have good communication skills.

What We Offer

- Flexible working requests will be considered for applicable roles.
- Training and support for role.
- Employee Referral scheme of £100.
- Holiday entitlement is 28 days per annum including Bank Holidays for full time roles. Holiday is calculated on a pro-rata basis for part time roles.
- Employee Discount Card.
- Free parking available.
- Learning and development opportunities.

Location: Petworth, West Sussex

Employment Type: Part Time

Salary: Competitive market rate salary

Employer: Petworth Places

To Apply: Please send your CV and covering letter to recruitment@petworthplaces.com