

Job title: UK Administrative Assistant

Reporting to: UK Senior Merchandiser

Location: Hybrid with meetings at company premises in Amersham, Buckinghamshire.

Our Company

Big Green Smile exists in order to make sustainability the norm by reshaping how people shop. We believe that consumerism needs to be more sustainable and ethically focused. We aim to empower conscious consumers by showcasing the best sustainable products and brands, proactively engaging, inspiring and informing consumers everywhere and continuously improving every corner of our business and supply chain to make a positive social, economic and environmental impact.

Put simply, we want to make it easy to be green.

Founded in 2008 as a single e-commerce site, we now operate under the Big Green Smile brand in Benelux, UK, Germany and France, as well as supporting DTC operations for other consumer brands in the sustainability space.

Big Green Smile is an inclusive company and we know we are stronger when every member of our team feels respected, included and heard.

Job Overview

The Administrative Assistant will work with the UK Senior Merchandiser to maximise revenue from the Big Green Smile UK website and partner websites to deliver a best-in-class customer experience and maximise commercial opportunities.

The role requires you to be able to work as a part of the team as well as autonomously, to manage a busy schedule and have a passion for getting the small details right.

You'll need to fully understand Big Green Smile's sustainability strategy, goals & objectives and your role in achieving them.

Responsibilities and Duties

- Help ensure that all product information and copy is well maintained across the website portfolio.
- Analysis of product performance, stock levels and identifying promotional requirements.
- Assist with creating promotions on the web platform.
- Liaise with the warehouse, suppliers and other stakeholders to resolve product queries.
- Action pricing changes across the website portfolio.
- Support other departments in the business with product and supplier related queries.
- Use the Content Management System (CMS) to ensure the websites are up to date at all times

- Liaise with suppliers to ensure product details and marketing content is kept up to date.
- Ad hoc administrative duties.
- Assist with Customer Services support in busy periods and as holiday cover, as needed.
- Be first point of call for queries from our customer services staff.
- Manage supplier material/responses.

What are we looking for

You will have strong analytical skills and be extremely customer focused. You will have exceptional communication skills with the ability to work to deadlines and prioritise workloads.

It's important to us that you have excellent attention to detail and a drive to succeed. You should have the ability to remain calm under pressure and be adaptable within a fast-paced environment. Previous work experience in e-commerce is an advantage.

- A superb standard of written English.
- Strong communication skills.
- A collaborative approach.
- Strong commercial acumen.
- Good organisational skills.
- Competency in Excel and/or Google Sheets.
- Knowledge of Pivot Tables, VLOOKUP formulas is an advantage.
- An analytical mindset.
- Being able to work in fast-paced environment.

This job description is not exhaustive and from time to time your Manager may choose to vary your role, to meet the needs of the business.

What's in it for you?

You'll be in the hub of an incredibly fast-moving business, and you'll be trusted to make decisions that benefit the business. It's a serious responsibility. You'll thrive on the freedom and the chance to use your skills and will be supported with development opportunities.

Competitive salary, 21 days' holiday plus your birthday off.

To Apply

All applications to vacancies@biggreensmile.com