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**Merchandising Admin Assistant**

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| **Job grade** | **Level 2** | **Reports to** | **Junior Merchandiser** |
| **Directorate** | **Commercial, Buying & Merchandising** | **Function** |  |
| **Contract**  | **Permanent** | **Location** | **Regent’s Park** |

**Responsibility for resources**

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| **Direct line reports** | **N/A** | **Responsibility for other resources** | **N/A** |
| **Financial resources** | **N/A** |

**Our vision and mission**

The Zoological Society of London (ZSL) is an international conservation charity, driven by science, working to restore wildlife in the UK and around the world. Our vision is a world where wildlife thrives and every role, every person in every corner of ZSL has one thing in common – we are all conservationists, and passionate about restoring wildlife.

**Purpose of the role**

We are looking for a detail-oriented and highly organised **Merchandising Admin Assistant** to support our merchandising team in delivering a commercially successful product range.

The purpose of this role is to assist in maximising the profitability of ZSL, within the Buying and Merchandising function through effective stock management and control of product intake. The successful candidate will assist the Merchandisers and contribute to the overall forecasting, analysis and delivery of a profitable and commercial range from the supply base to store.

**Key responsibilities**

Purchase Order & Intake Management

* Raise purchase orders, track deliveries and oversee intake of stock, ensuring accurate data is reflected across systems.
* Communicate with suppliers and the warehouse via telephone and email to ensure stock arrives on time.
* Become the 'go to' person for all delivery queries, sharing updates with the team and the wider business.
* Resolve delivery discrepancies or delays with suppliers.
* Ensure changes, stock availability issues and intake risks are flagged to Merchandising team.
* Strategically arrange the deliveries based on the warehouse’s daily intake capacities and re-arrange deliveries accordingly.
* Demonstrate awareness of key dates, lead times and critical path deadlines.

Stock Management and Store Operations Relationship

* Undertake regular store visits at both London and Whipsnade Zoo to review stocks, displays and implements follow up action plans.
* Collaborate with the store and the Operations teams on optimising stocks in store, responding promptly to store queries and requests.
* Liaise and plan with stores ahead of key event dates and new store openings to effectively build stocks.

Analysis

* Produce and maintain reports for trade meetings, including sales, stock, and intake updates, as well as ad-hoc analysis.
* Update department line cards.
* Produce and circulate Daily sales report, including performance analysis on KPIs (visitors, weather, seasonality).
* Liaise with retail teams to report on vending machines sales, stock and performance~~.~~
* Recommend process improvements to streamline current processes by developing a strong understanding of all merchandising systems.

Supporting the team

* Support the team with ad hoc tasks and store communication.
* Work with the BAA to maintain and update key merchandising systems, product files, and internal databases.
* Conduct competitor and market analysis as required.
* Attend trade shows to keep up to date with market.

**What We’re Looking For**

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| Experience |

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| Desirable  | * Previous experience in Merchandising or similar admin role.
* A retail background or relevant work experience.
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| Knowledge and skills |

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| Essential | * Proficient in Microsoft Excel and confident handling large sets of data.
* Strong communication skills with the ability to work effectively across departments.
* Ability to identify problems and implement appropriate solutions.
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| Additional requirements |

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| Essential | * Proactive attitude and ability to prioritise in a fast-paced environment.
* Team player with a flexible and collaborative approach.
* Adaptable and calm under pressure.
* Excellent work ethos to timekeeping.
* Full clean driving license as travel to both Whipsnade and London sites is a key part of the role.
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