



## People and Communications Manager

Job Title:	People and Communications Manager
Department:	Admin
Contract:	Permanent, full time

### About Rosebourne

Rosebourne is setting a new benchmark by combining local produce and a table service restaurant with an exciting plant and gift offering. Rosebourne is distinct from virtually all competitors thanks to its focus on four key areas:

- Table service restaurant
- Fresh and locally sourced produce
- High quality plants
- Quality and unique gifts

Our restaurant is table service with a full menu with all food cooked fresh to order and the emphasis being on good quirky presentation using seasonal ingredients. Service is to table within 10 minutes of order and is attentive, friendly but informal in style. Our staff are the most memorable part of our guests' experience and inspire them to return and use us regularly rather than just for special occasions.

Our food hall is a full shopping experience including an in-store (concessioned) butchery with personal service counters as well as high quality value for money fresh self-selection. The food hall offers loose fruit and vegetables, ready to eat frozen meals, pastries, bakery, chilled dairy goods, alcohol, drinks, general grocery along with seasonal goods, sourced locally where ever possible.

We also stock a full range of high quality plants from bedding to shrubs and trees, and an impressive selection of pots and containers including terracotta, stone and glazed pots. In addition, there is a comprehensive range of composts, chemicals, tools and other garden sundries.

Our gift department has a selection of interesting and unusual gifts which constantly changes with the seasons so that our customers will always find something new and different.

## The Role

This is a varied hands on role which has a strong focus on HR, payroll, invoice matching, cashiering and health & safety. You will have current /recent experience of working in a HR /payroll role and handling a high volume workload. You will be a hands on individual with a passion for all things retail. You need to be highly organised with excellent communication and interpersonal skills. Your naturally polite, helpful and friendly manner means that you will easily engage your internal customers and provide an exceptional level of service to Rosebourne's c. 95 employees.

Your duties will include:

- Manage the invoice matching, cashiering and warehouse team
- General HR administration (holiday and sickness recording etc)
- Maintain HR personnel files / employee records
- Collate weekly timesheet information; match timesheet information to exception forms (e.g. holiday/sickness) and investigate anomalies
- Prepare and submit payroll to external accountants, including calculating SSP, and processing starter / leaver information
- Create and update job descriptions, HR policies / forms, risk assessments, and employee health & safety training documents
- Draft and place recruitment adverts
- Assist with shortlisting, interviewing and selecting candidates
- Conduct employee inductions
- Issue contracts of employment and process reference requests for new starters
- Respond to speculative CVs/applications, issuing relevant response
- Process data changes e.g. changes to contracted hours, job role etc, creating documentation where appropriate
- Order staff uniform and name badges
- Arrange external training courses
- Administer staff discount cards
- Update spreadsheet records e.g. emergency contact details, training records etc
- Create spreadsheets e.g. to undertake payroll analysis for senior management
- Develop and administer health & safety processes and documentation for the store
- Oversee the cashier and goods inwards processes, taking responsibility for ensuring that relevant processes and procedures are in place
- Match invoices to goods received notes
- Code supplier invoices
- Liaise with suppliers and internal departments to resolve invoice / returns queries
- Month end accounts / invoice matching duties, including analysis and reconciliation work
- Ensure that all deadlines are met (weekly, monthly, quarterly, annually)
- General accounts and office administration
- Compile and type ad-hoc HR/payroll related letters, memos and correspondence as required
- Keep up to date with UK employment legislation, making changes to HR policies where appropriate
- Interpret and advise on employment law
- Act as duty manager when required
- Respond to retail customer email queries
- Other duties as required within the admin department and wider store as required

## Person Specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job.

	Essential	Desirable
Proven HR generalist, payroll and health & safety experience at an operational level	<input type="checkbox"/>	
Experience of staff recruitment, interviews and inductions	<input type="checkbox"/>	
Good knowledge of current employment law e.g. recruitment, employee relations, young workers, SMP, SSP, NMW etc	<input type="checkbox"/>	
Experience of dealing with grievances and implementing disciplinary procedures, accurately minuting hearings, and creating relevant paperwork e.g. invite / outcome letters	<input type="checkbox"/>	
Ability to understand comprehensive information	<input type="checkbox"/>	
Previous purchase ledger / accounts experience	<input type="checkbox"/>	
Good knowledge of VAT, including zero rated products	<input type="checkbox"/>	
Experience of processing high volumes of transactions	<input type="checkbox"/>	
Experience of working in an environment with multiple cost centres		<input type="checkbox"/>
Excellent attention to detail, organisational and numeracy skills	<input type="checkbox"/>	
Strong written and oral communication skills	<input type="checkbox"/>	
Strong interpersonal skills	<input type="checkbox"/>	
Good working knowledge of Outlook, Excel & Word	<input type="checkbox"/>	
Confidentiality and discretion, including full understanding of the implications of the Data Protection Act	<input type="checkbox"/>	
Enthusiastic, approachable, polite and helpful manner	<input type="checkbox"/>	
Ability to remain calm and friendly when under pressure	<input type="checkbox"/>	
Ability to work autonomously	<input type="checkbox"/>	
A good team player with a willingness to contribute fully and flexibly as part of the overall store team	<input type="checkbox"/>	
Reliable and trustworthy	<input type="checkbox"/>	
Committed to providing excellent customer service	<input type="checkbox"/>	
Good level of personal presentation	<input type="checkbox"/>	
Experience of working in a standalone HR & payroll role		<input type="checkbox"/>
CIPD membership		<input type="checkbox"/>

## **Our Philosophy**

The Rosebourne Philosophy is based on a fundamental determination to be successful and the belief that achieving this brings satisfaction to all involved in the Company.

Success will encompass generating sufficient profits to ensure the on-going development of the company, to reward the team and to give a good return to shareholders for their continued investment. Profitability will be monitored and controlled with feedback to the teams to encourage understanding and commitment.

Rosebourne will be recognised by consumers as the leading value driven company in table service restaurants, and food, gift and garden retailing markets offering quality, ideas, and high standards. Our staff will be in tune with customers and react to their needs by providing a professional service.

Attention to detail in terms of the appearance of our staff, friendliness of their approach, their enthusiasm and willingness to oblige, professionalism and the honesty and quality of their advice are key ingredients to success.

The Rosebourne Philosophy believes in the formation of a team, offering respect to each of the individuals, opportunities for them to grow their skills and abilities, letting them stand out, treating people as adults, whilst acknowledging the need for an underlying sense of humour and fun.

Rosebourne seeks to provide the facilities, environment, and training necessary to enable local management of profits, responsibility and business control. Throughout we will foster an atmosphere of enthusiasm, commitment, integrity, and friendship.

## **What we offer**

- Competitive rates of pay (depending on skills and experience)
- Generous staff discount
- Uniform provided
- Free parking
- Friendly and supportive management team
- The opportunity to be part of an exciting new venture with career progression and training opportunities

## **Store Opening Hours / Rota Schedule**

The store will be open every day apart from Christmas Day and Easter Sunday and to ensure we can deliver a consistently high quality shopping and eating experience for our customers seven days per week. Whilst the working hours for this particular role will generally be Monday to Friday, the successful applicant will be required to work weekend days on occasions.

Rosebourne will operate very much as an overall team, therefore all employees may be required to assist in other areas of the store (e.g. tills and restaurant) as and when needed.