



## **Retail and Administration Assistant**

- Location:** BirdWatch Ireland Head Office, Kilcoole, Co. Wicklow
- Reporting to:** Head of Communications & Development
- Contract:** Twelve-month full-time fixed-term contract, hopefully leading to a permanent position

### **Background:**

BirdWatch Ireland is the largest independent conservation organisation in Ireland. Established in 1968 it currently has over 15,000 members and supporters, with an active nationwide network of over 30 branches. The primary objective of BirdWatch Ireland is the protection of wild birds and their habitats in Ireland. It is also a registered charity and a partner of BirdLife International, a partnership of over 100 bird conservation organisations across the globe.

### **Duties & Responsibilities:**

- To assist with the smooth running and operation of the administration/membership /shop functions of BirdWatch Ireland;
- To assist with the duties of the Finance and Administration Department of BirdWatch Ireland; and
- To run BirdWatch Ireland's Shop and Retail Services Unit as per agreed targets and budgets.

### **Specific Responsibilities include:**

- Receiving customers, supporters, volunteers and donors at the shop/reception of BirdWatch Ireland;
- Answering the telephone and responding to callers' queries;
- Checking and responding to general emails sent to BirdWatch Ireland;
- Liaising with other administration/membership and shop staff;
- Processing payments, memberships and donations and producing financial reports, as directed;
- Processing and fulfilling all shop orders received through BirdWatch Ireland's online shop, by post and from walk-in customers;
- Packing shop orders and assisting with shop matters, as required;
- Handling sales enquiries relating to the BirdWatch Ireland shop;
- Keeping all stock records up to date, including the online shop catalogue, seasonal offers, etc.;
- Operating shop POS software, including edits and updates of product listings, daily reconciliations, etc.;
- Carrying out monthly stock-takes and reconciling with supporting records;
- Promoting shop activities and sales;
- Leading on the production of BirdWatch Ireland's annual shop catalogue;
- Supporting Administration staff as and when required; and
- Carrying out any duties which can be reasonably expected from general staff.

**Experience:**

The ideal candidate will be someone who has excellent proven retail experience and enjoys working as part of a team. Knowledge of birds and of conservation is not essential but is desirable. References will be required.

**Person Specification:**

BirdWatch Ireland is seeking a suitably experienced person who is highly motivated and has the right mix of skills and attributes for this role, which offers an excellent career opportunity.

**Key Skills required:**

- A minimum of one year's experience in a retail selling environment;
- A high proven level of inter-personal skills;
- Resilience and flexibility;
- Excellent verbal and written communication skills;
- Proven ability to manage budgets, meet and ideally exceed sales targets;
- Experience of POS systems; and
- Friendly and at ease in dealing with customers, BirdWatch Ireland members and the general public.

**Qualifications:**

Minimum Leaving Certificate. A professional qualification would be an advantage.

**Remuneration:**

€23,000 to €26,000 per annum (based on a 35-hour week), dependent on experience.

Some knowledge of the charity/not-for-profit sector and ideally knowledge of bird identification and conservation would be desirable for this role. To be considered for this role job applicants must be able to demonstrate clearly that their career and proven experience to date meets the above minimum criteria.

**How to apply:**

Complete the application form available on the BirdWatch Ireland website. Please do not send CVs. Applications should be sent by email to [vlowth@birdwatchireland.ie](mailto:vlowth@birdwatchireland.ie) (please put "Retail and Administration Assistant Application" in the subject line), or by post to:

Administration Dept.  
BirdWatch Ireland  
Unit 20, Block D  
Bullford Business Campus  
Kilcoole  
Co Wicklow  
A63 RW83

**Closing date for applications:**

17:00hrs, Monday, 15<sup>th</sup> July 2024

Interviews will take place the following week, with a view to starting as soon as possible thereafter.

Any further queries regarding this post should be directed to:

Valerie Lowth, [vlowth@birdwatchireland.ie](mailto:vlowth@birdwatchireland.ie)