



Office Manager

Hours: Full Time – 40 hours per week

Shifts: Full flexibility is required, inclusive of weekdays, evenings and weekends. The shift pattern will be on a rotational basis, Monday to Sunday between the hours of 9am and 6pm. You will be required to work additional hours as and when the company requires at peak periods such as Christmas, Valentines, Mothers Day etc

Location: Memento Creative Hub, Beersbridge Road, Belfast. On occasion you may be required to support our retail team at our Ormeau Road Store.

Memento is Belfast's leading independent florist and specialist plant store, established in 2015 we are family run with a strong emphasis on providing luxury floral design and the highest quality plants along with a carefully curated giftware selection. We have built a reputation for providing excellent customer service by having a knowledgeable understanding of the floristry and horticulture industry and excelling at our clients aftercare.

Due to continued expansion, we are looking for an Office Manager to join our team on a full time permanent basis. This is a critical role within our team operations to ensure the smooth running of our business, managing client orders, workload distribution and logistic management.

For this position, the essential criteria are 5 GCSE's grade A-C, including Mathematics and English, and experience of Microsoft Office products, including Word, Powerpoint and Excel.

Job Duties:

- Work independently and efficiently with high levels of accuracy.
- Have a thorough understanding of all the products and services that we offer and make suitable recommendations to our customers based on their needs and requirements
- Accurate distribution of workload across our team of florists on a daily basis for ensuring that orders are fulfilled in preparation for delivery or customer collection.
- Managing our drivers daily routes ensure that they are planned with precision and accuracy
- Liaising with corporate and event clients to manage all the details of their account and upcoming events
- Managing all our courier orders, liaising with our courier partner to ensure that orders are delivered in a timely manner
- Work closely with our retail store to ensure that stock levels are maintained and orders are transferred and fulfilled efficiently
- Ensuring that our email inboxes are maintained on a daily basis and all correspondence responded to within our SLA's
- Preparing files for client consultations and sending quotations prepared by our Managing and Creative Directors
- General reception duties, welcoming visitors onsite, maintaining our visitor log, providing refreshments.
- Managing and organising the Company diary, this includes the Director's diary, managing events in line with company policies, scheduling wedding and event consultations, follow ups and reminders working with purchasing to ensure that all event orders are fulfilled
- Managing our social media inboxes and ensure that customer queries are responded to in line with company SLA's
- Maintaining inventory on our online store, being the link with our retail team to ensure that stocks in store/storage are accurately reflected on our online store.
- Ordering and maintaining office supplies.
- Photocopying and filing of documentation.
- Ensuring a clean and tidy office environment.



- Ability to identify potential business opportunities to generate new clients and new business.

This list is not exhaustive, and, within reason, the job holder may be required to perform any other duties as may be required from time to time.

Qualifications / Experience:

- Previous administration experience
- Previous customer service experience
- Experience of Microsoft office products, including, word, PowerPoint, excel, spreadsheets.
- Excellent organisation skills, time management.
- Excellent written and verbal communication skills, face to face and on the telephone
- Ability to work unsupervised, use initiative with a positive can-do attitude and strong enthusiasm for the Memento Brand
- Ability to work within a team
- Ability to deal with confidential information
- A strong eye for detail, every interaction with a customer in our store is handled with the highest of care and diligence with a customer focused manner prioritising the customer experience at all time
- A strong understanding of flowers and plants preferable. Although full training will be provided preference will be given to candidates who already work in or are familiar with the industry
- Full Clean UK driving licence preferred but not essential

Crew Benefits

- Competitive salary (based on experience)
- 25 days holiday allowance pro-rata'd
- Generous crew discount scheme across our entire range of products
- Memento 'Welcome to the Crew' kit
- Regular team socials
- Excellent development opportunities

Equal Opportunities

Memento is an equal opportunities employer which fosters a culture of diversity and inclusion amongst our crew and partners. We welcome applications from all backgrounds as we continue to grow the business and will give full and fair consideration to all applicants regardless of age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership.

How to apply

Please send a CV and cover letter highlighting how you meet the criteria required for this role along with any supporting information such as qualifications/portfolio to gary@mementofloraldesign.com please note that we will only get in touch with candidates who meet the minimum criteria.