



Waddesdon Manor  
Job Description

<b>Job Title:</b> Wine Sales Administration Assistant	
<b>Managed by:</b> Wine Sales Commercial Administrator	
<b>Departments</b>	<b>Location</b>
Waddesdon Wine Company	Waddesdon Manor, Aylesbury, Bucks HP18 0JH

**Overall Purpose:**

Waddesdon is the exclusive importer for the Rothschild wines in the UK. Our wineries include Domaines Barons de Rothschild (Lafite), Baron Philippe de Rothschild SA (Mouton), Baron Edmond de Rothschild, and Champagne Barons de Rothschild. The Rothschild wineries consist of 27 estates across four continents and produce wine in Bordeaux, South of France, Napa, Chile, Argentina, New Zealand and South Africa.

The Rothschild family have been producing some of the most sought after wine in the world since the purchase of Mouton in 1853 and Château Lafite in 1868.

Waddesdon is a small company based at Waddesdon Manor, the Rothschild country estate in Buckinghamshire, with offices in Spencer House and St James's in London.

**Outline of Role:**

The Wine Sales Administration Assistant will join the team at Waddesdon Wines responsible for the sales of Rothschild wines, both to the public and to trade.

The Administration Assistant will provide administrative back-up to both the Wine Sales Commercial Administrator and Purchasing & Logistics Executive.

**Responsibilities of the Role:**

**Off-Site Sales, corporate, wholesale, National Trust and mail order**

- Take orders via the phone, fax, e-mail or postal orders.
- Process all orders and generate paperwork needed for delivery, cards, instructions, etc.
- Send all orders to the Warehouse for dispatch.
- Liaise with couriers re POD or delivery problems.
- Resolve customer's complaints & queries.



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- Deal with claims for breakages, late deliveries & non deliveries.
- Increase sales by sending offers and incentives to customers on our database.
- Help customers choose the right wines, on price or variety, etc.

#### Internal Transfers

- Process orders and paperwork for different Waddesdon departments.
- Help and advise with wines and stock.
- Produce order forms.

#### Other

- Assist with wine stocktake.
- Assist with the production of wine list, order forms and corporate gift brochure.
- Provide office cover for staff absence from the office.
- Deal with filing and general office administration.
- Deal with incoming and outgoing post.
- Update Website.
- Build customer relationships.
- Assist with Company wine tasting events.

#### Terms & Conditions:

- Full-time, 37.5 hours per week, Monday to Friday 9.00am – 5.00pm.
- £17,000 - £17,500 per annum, depending on experience.
- 33 days holidays (including Bank Holidays), increasing to 36 after 3 years' service, 38 after 5 years' service and 39 after 10 years' service.
- Free National Trust Membership.
- Discounts in our Restaurants and Shops.
- Matched contribution pension scheme up to 10%.
- Free parking.

Closing date for applications is 11pm on Thursday 18<sup>th</sup> April.

Interviews to be held week commencing 29<sup>th</sup> April.

To apply please send your CV and covering letter to [application@waddesdon.org.uk](mailto:application@waddesdon.org.uk)