



WADDES DON

**Waddesdon Manor
Job Description**

Job Title: Wine Sales Administration Assistant (Full Time)	
Managed by: Wine Sales Commercial Administrator	
Departments	Location
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 processing of sales of Rothschild wines, both to private clients and to trade.

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

Responsibilities of the Role:

Wholesale clients (Duty Paid and In-Bond) to restaurants and hotels and corporate orders

- Take orders via the phone, e-mail or through the post.
- Process all orders through Sage and generate paperwork needed for delivery, instructions
- Send all orders to our own Warehouse for dispatch for duty paid orders.



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- Send any INBOND orders to the relevant Bonded warehouse for dispatch to the client's bonded warehouse.
- Liaise with couriers re POD or delivery problems.
- Resolve customer's complaints & queries.
- Deal with claims for breakages, late deliveries & non deliveries.
- Increase sales by sending offers and incentives to customers on our database.
- Help corporate customers select the correct wines, on price or style.

Internal Transfers

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

En Primeur Sales

- Process orders, raise and send the Pro forma invoice to the customer.
- Update an allocation spreadsheet, highlighting all purchases.
- Update client spreadsheet with all the details of their order and bottling requests.
- Liaise with clients once the wine is in the UK for dispatch to their chosen bond.
- Raise any invoices for shipping and delivery charges.

Other

- Assist with wine stock takes which occur 5 times a year.
- Provide office cover for other staff roles to assist absence from the office.
- Help assist with wine tasting events.
- Deal with filing and general office administration.
- Deal with incoming and outgoing post.
- Liaise with the accounts department.
- Build customer relationships.
- Liaise with the sales team with any requests with their clients and sample requests.
- Regular, daily contact with the Logistics Manager, also based in the same office.

Terms & Conditions:

- Full Time, 37.5 hours per week, Monday- Friday 9.00am – 5.30pm, with hour lunch
- £20,000- £23,000 per annum based on Full time hours, dependant on experience
- 33 days holidays (including Bank Holidays), increasing to 35 after 3 years' service, 37 after 5 years' service and 38 after 10 years' service pro rata for part time hours.

Application process:

To apply please send your CV with a covering letter to application@waddesdon.org.uk.

Closing date for application is 11pm on Sunday 23rd February 2020.

Interviews to be held week commencing Monday 24th February 2020.