

## **Order Fulfillment Assistant. Music E-commerce business**

**Thonk Limited** is a leading retailer of modular synthesiser DIY kits and is based in Brighton, UK. Due to rapid sales growth, we are looking for a motivated individual to join our back office team to assist with the picking and packing of our website orders. Thonk Ltd is a **Real Living Wage** employer.

This position could be great for someone looking to start a career in music/E-commerce.

This role will give you the opportunity to join a small, dedicated team of people in a fast moving E-commerce business. Whilst this is a junior position within the company, there will be opportunities to learn other aspects of e-commerce and expand your knowledge and skills. In addition, there will be opportunities to attend trade fairs and exhibitions such as Superbooth with other members of the team.

### **Successful candidates will:**

- Work quickly and accurately
- Be confident with IT and have basic typing skills
- Work effectively under pressure
- Demonstrate good attention to detail
- Communicate effectively with colleagues and customers
- Be comfortable working independently and as part of a team

### **Essential Requirements:**

- Minimum requirement is GCSE or equivalent of C or above in Maths and English.
- You must be punctual and have a good attendance record.
- Strong interest in music and music technology

Duties will include picking and packing orders, updating the orders status on the Thonk website and managing stock.

You will also be responsible for receiving and preparing deliveries, keeping goods in order and tidying within the office; therefore an ability to perform manual tasks is required, lifting heavy boxes and sacks.

Full training will be given so no direct experience needed, however, you must have a strong interest in music and / or music technology and the willingness to learn.

This role is full time for 37.5 hours per week, Monday to Friday and is based in our Central Brighton office which is only a 6 minute walk from Brighton train station.

## How to apply:

If you are interested in this position, please download the application form here:

Application form ([PDF](#)) ([MS Word](#))

Should you then wish to apply for the job, please complete the application form and also write a short covering letter which tells us a little bit about yourself, a short explanation of why you are interested in this role and why you think you would be a good match for our company.

**Please do not send a CV**, all information should be entered in the application form.

Send your completed application form and the covering letter to [jobs@thonk.co.uk](mailto:jobs@thonk.co.uk)

Applications will remain open during Autumn/Winter 2019 and interviews will be arranged on a continuous basis. Initial interviews may be conducted by phone. Please make sure that you include a current phone number in your application.

**PLEASE TURN OVER FOR JOB DESCRIPTION  
AND PERSON SPECIFICATION.**

# Job description

| <b>Job Title</b>         | <b>Order Fulfilment Assistant</b>   |
|--------------------------|---|
| Main purposes of the job | <ol style="list-style-type: none"><li>1. Shipping all outgoing orders to customers</li><li>2. Processing incoming materials to prepare for sale</li><li>3. Carrying large boxes and mail bags to local post office</li><li>4. Tracking stock and keeping stock well organised</li><li>5. Keeping workplace clean and tidy</li></ol> |
| Key results / objectives | <ol style="list-style-type: none"><li>1. To ensure that all orders are shipped accurately and promptly</li><li>2. To organise stock so that orders can be fulfilled quickly</li><li>3. To maintain an organised working environment to maximise productivity; especially during busy periods</li></ol>                              |
| Location                 | This job will be office based with opportunities to attend trade fairs in the UK and Europe.  |
| Salary                   | Starts at £17,500 pa - Depending on age and experience. We are a Real Living Wage employer.   |
| Attendance               | Full Time   |
| Hours of work            | Monday to Friday: 9am - 5.30pm<br><br>There will be paid overtime opportunities during seasonal busy periods.<br><br>20 days annual leave.  |
| Reporting to:            | Steven Grimley-Taylor<br>Director   |

# Person Specification

| Criteria            | Essential   | Advantageous  |
|---------------------|---|---|
| Qualifications      | English and Maths - GCSE 'C' grade or equivalent.   |   |
| Skills/competencies | Confident with IT and basic typing skills   | Experience with Microsoft Office, Google Docs or similar office software.   |
| Interests           | Interest in music / music technology  | Knowledge of synthesisers and music production technology.  |
| Previous experience | No previous experience is necessary   | <ul style="list-style-type: none"> <li>● Retail, E-commerce or mail order experience</li> <li>● Website creation</li> <li>● Customer service</li> </ul> |
| Personal qualities  | <ul style="list-style-type: none"> <li>● Punctual and well organised</li> <li>● Proactive attitude</li> <li>● Hard-working</li> <li>● Takes pride in accuracy</li> <li>● Able to concentrate for long periods</li> <li>● Enjoys problem-solving</li> <li>● Works well under pressure</li> </ul> |   |