

Office Assistant

Head Office

Job Type: Office Assistant

Reports to: Office Manager

Liaise with: e5 Team, customers, suppliers, management

Contract: Permanent, Part-Time

Salary: London Living Wage + above depending on experience.

Hours: Monday-Friday 9am-3pm

We are seeking a friendly, very well organised and proactive office administrator to join the e5 Bakehouse team. You will be the first point of contact for all phone, email and in-person enquiries, ensuring our customers and suppliers receive a warm and professional welcome. In addition to managing positive communication, you will support the smooth running of the office through light administrative duties such as orders, invoicing, calendar communications etc.

How we work

- *Positivity:* Maintain an optimistic outlook, inspire other team members and create a positive work environment.
- *Energy:* Demonstrate high levels of enthusiasm and drive, motivate others by setting the example.
- *Resilience:* Adapt well to challenges, bounce back from setbacks, through constructive criticism and mutual support.

Key Responsibilities

- Answering phones, promptly and professionally. Direct enquiries to the appropriate team members when necessary.
- Monitor and respond to the office email inbox, ensure all enquiries receive timely and accurate replies.
- Serve as the first point of contact for customers and suppliers, provide information assistance as appropriate.
- Overseeing wholesale customer orders and deliveries, liaising with the bakers and packers on significant changes and communicate issues clearly with customers (eg late deliveries)
- Booking external couriers as and when necessary
- Ensuring all wholesale/internal delivery sheets are printed for the next day

- Assisting with class bookings, notifying management on any classes with less than 5 participants with enough time to be able to reschedule if necessary. Ensuring classes have their booklets printed out ready for the start of the class, along with the participant list for the teacher.
- Organising catering enquiries with kitchen/pastry teams, planning deliveries and ensuring each team is fully prepped with catering forms.
- Keep the office tidy and well organised, we're looking for someone very detail oriented.
- Support e5 Bakehouse teams with administrative tasks and ad hoc requests to help smooth the running of the daily operations.
- Assist with input and updating information in spreadsheets, databases and other office systems.
- Support with simple financial tasks, such as processing invoices and receipts.
- Liaise effectively with the entire bakehouse team, management and external contacts to ensure clear and efficient flow of information.

The ideal candidate will embody these behaviours and skills, leading by example to drive success across all aspects of the business. e5 Bakehouse strives to be an ethical, welcoming, diverse and nurturing work environment that takes great pride in the company it keeps and would love to welcome a new member to the team who embodies these traits.