



from you to me[®]
gifts that touch lives

Closing date: 19th September 2011

BUSINESS DESCRIPTION

Name of Business: from you to me ltd

Registered Business Address: Hackless House
Murhill
Bath
BA2 7FH

Office Address: Cottage Suite
The Old Brewery
53 Wine Street
Bradford on Avon
Wiltshire
BA15 1NS

Telephone: 0044 (0) 1225 866225

Fax: 0044 (0) 800 007 3162 (Freephone)

Generic Email: hello@fromyoutome.com

Legal Status: Limited Company

Directors of the Company: Managing Director – Neil Coxon
Director & Company Secretary – Helen Stephens

Start-up Date: 9th February 2007

Year End: 31st January

Type of Business: Publishing

Websites: www.fromyoutome.com
www.fromyoutome.co.uk
www.fromyoutome.com.au
www.fromyoutome.co.nz
www.fromyoutome.ca
www.fromyoutome.ie
www.fromyoutome.us
www.fromyoutome.eu
www.fromyoutome.za.com

PURPOSE & GOALS

from you to me are the creators of Gifts that touch lives ...

Gifts that preserve priceless memories ...

Gifts to pass on ...

MISSION (Ultimate long term goal, aim, objective)

To be the leading experts on providing products and services that help people capture amazing personal stories and record memories ... the things that really matter.

VISION (How something will look in the future)

By 2015 to have a global presence with a range of profitable, quality products and services which support our mission.

VALUE PROPOSITION

We provide high quality, customisable products which capture memories, precious stories, thoughts and emotions for family, friends and groups of people.

VALUES

- Prosperity
- Personal growth
- Partnership
- Open communication
- Enjoyment

Office Manager (part-time based on 20 to 25 hours per week Monday to Friday)

Primary Objectives:

To manage the administrative and general management processes and procedures to ensure the smooth operation of the *from you to me* office on a day to day basis; providing a smooth service for all customers, employees, sales agents, contractors and service suppliers whilst ensuring the business processes are all completed accurately and to time.

To add value to the business by suggesting improvements to the business processes and procedures and by representing the company on the phone with all customers and suppliers.

A desire to want to learn and where possible, to contribute to the overall running and development of the business.

Key Accountabilities:

Continue personal development including skills, behaviours and industry knowledge to improve your ability to assist in the development and growth of *from you to me ltd* in line with company values and objectives.

On a daily basis

1. Manage all customer enquiries via telephone, email, fax and respond to them in the most appropriate way.
2. Process orders from new and existing retail customers following the defined processes ensuring that delivery notes are received by the warehouse for all orders by the required deadline and ensuring that customers are within their agreed credit limits.
3. Prepare and dispatch invoices for each retail order processed.
4. Process orders from internet customers ensuring that orders are appropriately packed with the required items, literature and labels.
5. Update the accounting system with the information from the internet orders.
6. Record cheques and payments received, posting on the accounting system and producing paying in slips for banking.
7. Take credit card payments from trade customers and consumers.
8. Manage postage and office postal requirements.
9. Liaise with appropriate distribution companies to arrange distribution and /or manage queries.
10. Manage petty cash

On a monthly basis:

11. Update customer listings on the Company Website
12. Produce retail customer payment statements
13. Review stationery requirements, prepare orders and authorise invoices for payment.

14. Maintain appropriate supplies of company materials including marketing materials, journal 'covers' for internet sales etc
15. Manage accurate trade customer data – email databases / contact information etc
16. Manage consumer database capturing data from Internet orders
17. Produce petty cash reconciliation
18. To record delivery failures and damages
19. To provide management information for the month-end report

On an on-going basis:

20. Identify opportunities to sell to customers and find the right way of communicating the appropriate information needed
21. Maintain an accurate customer database
22. Ensure office has any necessary requirements and supplies
23. Recommend amendments to company literature and materials
24. Recommend improvements to the company processes and procedures
25. Support and preparation for Company Trade shows.
26. To provide administrative support to all *from you to me* people
27. Manage other ad-hoc administration projects as required

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