



Job Description

Title:	Order Processing Administrator
Type:	Permanent
Start date:	ASAP
Hours:	Evening shift (1pm – 10pm – we have 7 days a week available)
Salary:	Competitive, dependent on experience
Location:	This role is 100% based at our new HQ in Aylesford, Kent

Who is Must Have Ideas?

Whilst still only young, we're one of the UK's fastest growing ecommerce brands, helping over 4 million customers 'discover something new' every year. One in six homes in the UK now have one of our clever, problem-solving products and we're widely recognised as one of the leading ecommerce innovators of the past few years. Named by The Sunday Times as the 66th fastest growing company in 2024, we're a British success story and our incredible growth isn't stopping any time soon – and we'd love you to join us on this exciting journey!

The Team

Based in our swanky brand-new offices, you'll be working with a group of great people who think independently but collaborate as a strong team to deliver exceptional results. We are beginning our new journey into Automation so experience with this would be useful. Career progression? Absolutely - there are plenty of opportunities to grow and develop, as our rapid growth continues.

This Role

This is an excellent opportunity to join us on our fast-growth journey! We're looking for a super-efficient Order Processing Administrator to join our team.

Your role will be to handle all of the order processing flow. You'll print labels for batches, complete batches, investigate issues and generally keep the order processing flowing for our fulfilment team.

Your responsibilities will include:

- Prioritising orders, ensuring we are being as efficient as possible
- Printing order labels, ensuring that there are always enough orders available for processing.
- Being aware of picking jobs and their progress
- Completing jobs, recording which FAs processed each job, along with the time that the job was started and completed
- Ensuring the label printers are kept well stock with consumables
- Ensuring the label printers are kept well maintained

You'll excel in this role if you have the following skills & experience:

- Be super-efficient and have strong organizational skills with a keen eye for detail
- Very strong spoken and written English skills

- Experience in a fast-growing ecommerce business environment
- Excellent verbal and written communication skills
- Adaptable to changing priorities and take on new responsibilities as needed
- Very strong IT skills
- Experience in monitoring performance and KPI targets

What's it like to work here?

We know that our people are key to our success. That's why we strive to make MHI a great place to work – just ask our team. It's a friendly, welcoming and fun environment here. We've worked hard to create an amazing experience for our people because we know that workplace happiness goes way beyond just your salary. We're proud to offer one of the best packages of team perks in the area, including:

- Free private Healthcare
- Free breakfast every morning
- Minimum of 25 days holiday per year as standard (plus more the longer you stay)
- Flexible hours
- Your birthday off work
- Free EV charging
- Free car washing
- Regular fully-paid team events
- Free products from our range
- Generous staff discount
- Company pension
- Casual dress code
- Free and unlimited sweets, cold & hot drinks

What happens next?

If we think you could be a good fit, we will ask you to complete a small task to show us your skills. If all goes well, you'll be invited to come and see our new state-of-the-art facilities and for a more in-depth conversation and then second interview stage, too.

This is an excellent opportunity to join us while the company is still young and to be part of our high growth journey, with all of the opportunities that brings.

Must Have Ideas Ltd is an equal opportunities employer and we're working hard to build a diverse and inclusive workforce.