



Job Description

Title: Fulfilment & Warehouse Administrator
Type: Permanent
Start date: ASAP
Hours: TBC (Day shift, Mon - Fri)
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 Fulfilment & Warehouse Administrator to join our team.

Your role will be to handle all the administrative tasks and burden that would otherwise keep our Fulfilment Shift Managers and Deputy Fulfilment Shift Managers at their desk, instead of on the shop floor, managing the Fulfilment Assistants. You will be successful by enabling them to do their jobs well.

Your responsibilities will include:

- Communicating with our courier partners to ensure that we always have the right number of collections, at the right times. Looking at forecasts and managing capacity in plenty of time.
- Recording team attendance, sickness and other absences
- Managing and approving holiday requests
- Processing payroll for the Fulfilment & Warehouse teams
- Ensuring we always have enough Fulfilment Assistants for the volume of orders we are forecasting, working with our Talent Acquisition Executive to recruit and onboard new FAs when required
- Working to minimize the use of agency staff. But when required in extreme circumstances, work with our TA Executive to procure the correct number of temporary staff
- All other administrative tasks as and when needed to support the FSMs and DFSMs

- Meet weekly with the wider Fulfilment & Warehouse leadership team to review the prior week and look ahead to coming weeks, ensuring we are fully prepared, well-staffed and ready

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.