

<b>Stock Controller &amp; EPOS Administrator</b>	
<b>Grade B2</b>	<b>Finance</b>

**Reporting to:** Finance Director

**Direct reports:** None

**Working Pattern:** Monday to Friday – 37.5 hours (1-hour unpaid lunch break), with occasional weekends

**Gross Salary:** £26,000 to £28,000 per annum

**About Us:**

Twycross Zoo is a fantastic conservation and education charity and historic organisation that has existed for over 60 years. At the heart of what we do, the reason we exist, is to be an influential conservation and education charity, delivering our commitments to be guest obsessed and provide world-class animal environments and levels of husbandry. Alongside this, we strive to be an effective charity with a commercial mindset, putting our people at the heart of the Zoo.

**Key Objectives:**

- Ensure stock control process is fit for purpose through continuous review and challenge and management of the controls and implementation of that process.
- To ensure accurate, efficient and well-controlled stock management across retail, admissions and other non-catering commercial outlets.
- To manage stock levels and ordering for the agreed retail range, working closely with a third-party procurement specialist who defines the range and supports supplier management.
- To support the effective operation and integrity of the Zoo's EPOS system, ensuring accurate setup, testing and control of products, pricing and reporting.
- To strengthen stock governance, reduce waste and loss, and improve visibility of inventory and sales data.
- To work collaboratively with Finance, Commercial teams, IT and external partners to ensure stock and EPOS processes support operational efficiency and strong financial control.
- Cross functional collaboration with other departments, notably the operations team, to own procurement of incidentals across the business.

**Key Responsibilities:**

- Oversee day-to-day stock control and ordering processes across retail, admissions and other relevant non-catering departments.
- Manage stock levels and place orders for the agreed retail range, based on forecasts, sales trends and operational requirements.
- Liaise with suppliers to resolve delivery discrepancies, delays and quality issues.
- Work closely with a third-party procurement expert who determines the retail range and supports supplier management, ensuring recommendations are translated into effective stock ordering and control.
- Use systems and tools (e.g. Excel) to analyse and manage stock data. Report on KPIs including shrinkage, stock availability, margins and stock holding levels.
- Maintain accurate stock records, including stock movements, transfers, write-offs and adjustments.

- Carry out regular stock counts and reconciliations, investigate variances and report findings with recommended actions.
- Support audits by providing accurate stock records and managing third party stock counts.
- Review sales performance, stock turnover and seasonality to support forecasting and demand planning.
- Act as EPOS system administrator for retail, admissions and ticketing items, working under a dotted-line relationship to the IT Manager.
- Set up and maintain products, pricing, offers and tax codes within the EPOS system, ensuring accuracy and consistency.
- Support product and ticket configuration, testing and implementation ahead of new launches, events or system changes.
- Contribute towards capacity management and yield oversight through monitoring the EPOS system.
- Monitor EPOS data integrity and controls, identifying issues and working with IT, suppliers and third-party partners to resolve them.
- Produce and maintain stock and EPOS-related reports to support Finance and operational teams.
- Ensure stock and EPOS processes are compliant with internal controls, audit requirements and best practice.
- Provide guidance and support to operational teams on stock and EPOS procedures.
- Support continuous improvement of stock management and EPOS processes across the organisation.

## **Person Specification – About You...**

- Proven experience in a stock control, inventory management or ordering role, ideally within retail, admissions or visitor attraction environments.
- Experience managing stock levels and ordering for a defined retail range, working with internal or external range-planning or procurement specialists.
- Experience working with EPOS systems, including product setup, pricing, testing and reporting.
- Strong attention to detail with a high level of accuracy in data handling, reconciliation and controls.
- Good understanding of stock control principles, cost control and loss prevention.
- Experience collaborating across Finance, Commercial, IT and third-party partners.
- Strong organisational and time management skills.
- Clear and effective communication skills.
- A proactive, methodical and solutions-focused approach.

## **Benefits include:**

- 31 days annual leave (including bank holidays), increasing with service Life assurance
- Company sick pay from 6 months service
- Free zoo entry for you and complimentary tickets for family and friends
- Discounts in our gift shop and food outlets
- Access to an employee discount platform
- Monthly recognition awards
- Employee assistance services
- Free parking

Join us and play a vital role behind the scenes, supporting our mission to deliver world-class experiences and conservation impact. Apply now by sending your CV and cover letter to [human.resources@twycrosszoo.org](mailto:human.resources@twycrosszoo.org).