



Job Title: Personal Assistant & Project Coordinator

Location: Reading, Berkshire – remote working but must be available for in-person meetings

About the Role:

We're looking for a **highly organised, proactive, and resourceful Personal Assistant & Project Coordinator** to provide seamless support across a range of tasks, from email and diary management to project coordination. As the right-hand person (or wingwoman/wingman!) to Leah working across Warings Bakery & Buns of Joy, you'll help keep everything running smoothly, ensuring priorities are met and projects stay on track.

This is a dynamic role for someone who thrives in a fast-paced & varied environment, is a great communicator, and enjoys wearing multiple hats. You'll also have the opportunity to develop new skills, particularly in **Shopify, Klaviyo, and Canva** so if you already have skills in these that would be advantageous.

Key Responsibilities:

- **Email & Diary Management** – Stay on top of incoming emails, respond professionally, manage schedules effectively, and apply strong copywriting skills to craft clear on brand communications.
- **Customer Service** – Manage customer enquiries across email, phone, and social media, ensuring prompt and professional responses. Oversee order processing from placement to delivery, resolving any issues efficiently. Maintain accurate customer records, collaborate with internal teams, and identify process improvements to enhance customer experience.
- **Project Support** – Assist with the planning and execution of ongoing projects, ensuring tasks are completed on time. Source and compare quotes from suppliers and place orders as needed. Manage project-related communications, coordinating with internal teams, suppliers, and external teams to ensure smooth collaboration. Support event planning, logistics and on-the-day

coordination. Proactively track project progress, follow up on outstanding tasks, and identify any potential roadblocks to keep everything running efficiently.

- **Meeting Coordination** – Attend virtual meetings, take notes, and follow up on action points.
- **Proactive Problem-Solving** – Take initiative and anticipate needs before they arise.
- **Tech & Tool Support** – Must be competent with Meta and able to respond to messages on social media when needed. Willing to learn and use Shopify, Klaviyo, Canva, and similar business tools, as well as project management platforms to support workflow efficiency.
- **General Administrative Support** – Keep things organised, from file management to travel arrangements.

What We're Looking For:

- ✓ **Exceptionally organised** – You love structure, lists, and making things happen. Able to manage multiple tasks, keep everything on track, and anticipate needs before they arise.
Proactive & resourceful – You don't wait for instructions; you take initiative. Thrives in a dynamic, varied role, juggling multiple responsibilities.
- ✓ **Strong Communication Skills** – Professional and clear in email, phone, social media, and project communications.
- ✓ **Project Management Skills & Team Player** – Able to assist with planning, sourcing quotes, managing timelines, and coordinating teams for project success & willing to collaborate with internal teams, suppliers, and external partners to achieve goals. Competent at using project management tools.
- ✓ **Problem-Solver** – Able to handle challenges quickly, finding solutions to keep everything running smoothly.
- ✓ **Customer-Centric** – Capable of managing customer inquiries and order processes, ensuring satisfaction.
- ✓ **Tech-competent & eager to learn** – Comfortable with new tools (or keen to get up to speed with Shopify, Klaviyo, and Canva).
- ✓ **Reliable & trustworthy** – You handle sensitive information with discretion.
- ✓ **Local & flexible** – Available for occasional in-person meetups, with remote working for the rest.

Bonus Points If You:

- Have experience in eCommerce or digital marketing.
- Love a good brainstorming session and can run with new ideas.
- Are comfortable working in a fast-moving, entrepreneurial environment.

Perks:

- Flexible working hours.
- A collaborative and fun working dynamic.
- Opportunity to make a difference for a unique independent business
- Collaborative and supportive team environment with opportunities to develop new skills.
- Part-time – 25 hours per week
- Hourly rate - £16
- 4 weeks holiday plus bank holidays Pro Rata
- Laptop
- Freshly baked bread, buns, and treats—maybe the most tempting perk of working with us!

How to Apply:

If this sounds like you, send your CV and a short cover letter explaining why you'd be a great fit to recruitment@waringsbakery.co.uk look forward to hearing from you!