

East Anglia Children's Hospices - EACH

Job Description



Job Title: eCommerce Deputy Manager

Responsible to: eCommerce Manager

Directorate: Retail

Job Summary:

To assist the eCommerce manager to maximise the sale of donated items, achieve sales targets and increase profitability. To support the eCommerce manager in ensuring timely dispatch of sold items. To encourage and support shop teams at East Anglia's Children's Hospices (EACH).

Responsibilities

Volunteers & Staffing

- Support and assist across any of the eCommerce Departments e.g. eBay, EACH Book Shop & Style With EACH.
- Promote a happy & supported working environment in which all volunteers & staff can thrive and make a positive contribution.

eCommerce Shop Performance

- Understand the eCommerce shop performance and support the eCommerce Manager in driving income through identifying suitable goods, and supporting charity shop teams.
- List items in a timely & accurate manner at a rate determined by the eCommerce Manager.
- Ensure consistency in the quality, pricing, description & photography of listings.
- Manage and undertake the sorting, moving, storage & postage of a high volume of goods.
- In the absence of the manager, ensure that all reporting processes are followed.
- Provides excellent customer service and adheres to EACH guidance of being Generous, Pragmatic & Savvy (GPS).

Community

- Support the eCommerce Manager in initiatives to build community support for volunteers and retail activity.
- To be a good representative of EACH and ensure positive relationships with customers and local communities.

Other Responsibilities

- Be responsible for all aspects of security in the absence of the eCommerce Manager – eCommerce stock & premises.
- Assist in the effective day to day management of health and safety, ensuring compliance with EACH policies, procedures and legal requirements, in relation to work areas and associated work activities.
- Advise the eCommerce Manager and/or Retail Distribution Manager about any property problems, hazards, or health & safety issues.
- Undertake any other duties as are within the scope, spirit and purpose of the job, the title of the post and it's grading, as requested by your line manager or his/her higher level of authority.

This job description is not exhaustive and may be amended as necessary. It is intended as a guide to the duties and responsibilities of the post.

General requirements

- Keep up to date on best practice within the charity sector, highlighting trends and insight that could inform planning and support the corporate team with the development of new ideas and practices
- Maintain confidentiality in all areas of work at EACH
- Ensure that your conduct within and outside EACH does not conflict with organisational expectations.
- Actively support and promote EACH and all its policies.
- Promote the safeguarding and welfare of children, young people and vulnerable adults.
- Ensure an awareness and observation of Fire and Health and Safety Regulations.
- Ensure the respect, dignity and rights to privacy of children, young people and their families as far as possible.

EACH - Values

Empathy and understanding

Understanding the view and feelings of others is central to our work relationships and how we interact daily

Commitment to quality

We consistently employ our best efforts and strive for the highest standards in everything that we do, always looking for ways to improve

Open and respectful

We operate in an honest and participative way. Welcoming constructive feedback and different views, we understand the power of words and behavior and hold ourselves accountable for maintaining a positive and considerate work environment

Make it happen

We are empowered to and take responsibility for getting things done

Additional Points of Reference

This job description reflects the present requirements of the post. As duties and responsibilities change and develop, the job description will be reviewed and is subject to amendment in consultation with the post holder.

The management and clinical philosophy of EACH is based on a multi-disciplinary approach. Staff regardless of grade or discipline are required to participate according to this concept. All staff must be sympathetic to, and able to project the philosophy and concept of hospice care.

The role of volunteers is integral with the work of EACH, and paid staff are required to underpin this in their attitude and actions.

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Person Specification



Job Title: Digital Sales Assistant

	Essential	Desirable
Knowledge/ Training	<ul style="list-style-type: none"> • Basic knowledge of the eCommerce marketplace. • Basic knowledge of order fulfilment. 	<ul style="list-style-type: none"> • Retail experience, eCommerce marketplace experience. • Product knowledge, preferably developed through buying and selling online.
Experience	<ul style="list-style-type: none"> • Experience of working in a team environment and providing support & guidance to other team members including volunteers. • Experience of managing own workload with limited supervision and working under pressure to achieve targets. 	
Skills & Abilities	<ul style="list-style-type: none"> • Excellent people and communication skills. • Excellent customer service skills. • Good spoken, written and listening skills. • Ability to prioritise and multitask. • Ability to use own initiative. • Able to lift boxes of donations. • Confident on eCommerce platforms such as eBay, Vinted, Amazon etc. and in Microsoft applications such as Outlook, Excel. 	<ul style="list-style-type: none"> • Experience in product photography is desirable, though training will be provided.
Other Requirements		