



eCommerce Assistant

Job Summary

Assist in the running of the eCommerce department, delivering an efficient, organised and customer focussed operation to maximise income for the Hospice.

Strive to uphold St Leonard's Hospices' excellent reputation and feedback rating on Ebay.

Main duties and responsibilities

Professional

1. Work on all areas of the online platform including sourcing stock, research, correct pricing, accurate listings and high quality photography
2. Answer any customer queries including dealing with issues, returns and refunds and arrange packing and posting.
3. Assist the eCommerce Deputy Manager with stock movement, including co-ordinating with Donation Centre and Shop Managers to ensure appropriate items reach the eCommerce department.
4. Ensure first class customer service levels are maintained at all times, striving for 100% positive feedback/ high seller ratings on online platforms.

5. Supervise e-Commerce volunteers, providing support where needed to help them achieve their full potential.

Other

1. Attend all mandatory training or courses.
2. Attend any meetings, training or development required by the Hospice.
3. Read, understand and follow all Hospice policies and procedures.
4. Participate in the Annual Performance Review.
5. Positively promote, support and represent the Hospice especially within the community, and to maintain the philosophy, ethos and ambience.
6. Comply with and promote the Hospice's Equality, Diversity, Inclusion & Harassment policy.
7. Live and work in line with the Hospice's vision, mission and values.
8. Be aware of personal responsibilities and discharge these as defined by the Health & Safety at Work Act 1974.



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9. Maintain strict confidentiality in all matters relating to the Hospice, its business, patients, staff and ethos.
10. Undertake any other tasks, duties or responsibilities as requested by your Line

Manager or other Senior Manager, including the Board of Trustees and Chief Executive.

This Job Profile is an outline of responsibilities and will be subject to review with the postholder in light of the changing needs of the post and Hospice.



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Person Specification

Requirement	Essential	Desirable
Experience & Skills	<ul style="list-style-type: none"> Interest in an area of commonly donated stock such as clothing, collectables, antiques, ceramics, vinyl, jewellery, books and / or technology Creative flair with an eye for detail Health & Safety awareness and using this knowledge to ensure a safe working environment Excellent customer service skills Ability to work in a fast-paced environment 	<ul style="list-style-type: none"> Experience of on-line selling including listing items on Ebay or similar platforms Experience of working in a not-for-profit environment Knowledge or expertise in fashion, textiles, furniture and collectables Experience of working to targets
Communication	<ul style="list-style-type: none"> Excellent verbal and written communication skills Ability to communicate at all levels within the retail team Proven abilities to deal with the general public Able to relate to volunteers 	
Personal	<ul style="list-style-type: none"> Able to work alone and self-motivate Ability to use initiative Friendly and approachable team player Integrity, discretion and be able to respect confidentiality 	
IT	<ul style="list-style-type: none"> Good basic IT skills Knowledge of Microsoft applications (Word, Excel, Powerpoint, Outlook) 	<ul style="list-style-type: none"> PC & technical abilities (e.g. working with tablets, iphones, laptops)
Other Requirements	<ul style="list-style-type: none"> Be prepared to assist with Hospice fundraising activities 	

You must be able to demonstrate how you meet the essential or desirable requirements in your application form, supporting statement, documentation or evidence, interview presentation or during interview