

**JOB DESCRIPTION: E-COMMERCE ASSISTANT**  
**REPORTS TO: E-COMMERCE MANAGER**  
**ACCOUNTABLE TO: HEAD OF RETAIL**



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## **Job Summary**

To support the sourcing of items from donated goods and proactively promote and sell these through online selling platforms and the hospice online shop. To support the e-commerce Manager to achieve income targets through best practice product placement. Provide an efficient service to all customers and uphold our good reputation within the ecommerce practice.

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## **Responsibilities**

- Support the provision of a central point for all online selling, working with the Retail Centre Operations Managers and e-commerce Manager to source suitable products for online selling
- Supporting the e-commerce Manager, Retail Commercial Manager and Retail Centre Operations Manager to ensure sales targets are met
- Place items for sale on relevant online market websites in compliance with eBay, Amazon and St Elizabeth Hospice policies and procedures, to maximise income by providing an effective description of products alongside quality photographic inserts
- Provide a high standard of customer service and satisfaction at all times to both external and internal customers
- Respond to any enquires into the team where appropriate or cascade to the relevant manager
- To ensure commercial focus at all times and keep updated with any new developments within the online / e-commerce sector
- Ensure security at all times of financial / customer information
- Supporting the PR and Fundraising departments to promote the selling and awareness of the Hospice including eBay email accounts
- Support the e-commerce Manager in the development of the community selling area of eBay
- Provide support for the day to day management of the online shop
- Manage postage / returns / payment systems on both eBay / Amazon and online shop
- Assist in the recruitment, training and managing of volunteers in all aspects of the shop including, Health & Safety
- As a member of the wider Income Generation Team working in the community, ensure good communication exists between other members of the Team
- Identify and support areas of upselling / cross selling products within e-commerce sites
- Insure expenditure is kept to a minimum for high profit contribution return

## **Educational Responsibilities**

- To participate in the Hospice education programme.
- To give feedback from attended education programmes/study days.

## **Personnel Responsibilities**

- To recognise indications of staff stress and facilitate staff support.
- To recognise the value of volunteer contribution and play an active part in their support and development where appropriate.

### Organisational Responsibilities

- To work at all times within the policies of the Hospice and act within Care Standards at all times
- To uphold the Hospice and individual team values at all times
- To ensure effective use of resources
- To participate in the Hospice education programme and attend training courses as required
- To respect at all times the confidentiality of information covering patients, staff and volunteers
- To play an active part in the development and maintenance of good relationships with all who have business with the Hospice
- To promote the Hospice philosophy of care towards patients, relatives and visitors

Because of the special nature of the Hospice and its work, the postholder may on occasion be asked to undertake other duties to help maintain our high standard of care.

THIS JOB DESCRIPTION IS NOT NECESSARILY EXHAUSTIVE AND MAY BE SUBJECT TO REVIEW BY THE HEAD OF RETAIL IN CONJUNCTION WITH THE POSTHOLDER.

## O U R V A L U E S



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**Person Specification**  
**e-commerce Assistant**

<b>Requirement</b>	<b>Essential/Desirable</b>
<p><b>Qualifications &amp; Training</b></p> <ul style="list-style-type: none"> <li>• Good standard of education in numeracy and literacy</li> </ul>	Essential
<p><b>Knowledge &amp; Experience</b></p> <ul style="list-style-type: none"> <li>• Proven retail experience</li> <li>• Experience in a customer-focused environment</li> <li>• Experience in charity retail and managing volunteers</li> </ul>	Desirable Essential Desirable
<p><b>Specific Skills</b></p> <ul style="list-style-type: none"> <li>• Good written and verbal skills</li> <li>• Good interpersonal and social skills</li> <li>• Experience of e-commerce selling/buying</li> <li>• Good delegation, administrative and organisational skills</li> <li>• Experience in a visual merchandising environment.</li> <li>• Experience of using PayPal</li> <li>• Experience of Microsoft Outlook/Word</li> </ul>	Essential Essential Essential Essential Desirable Desirable Desirable
<p><b>Personal Qualities</b></p> <ul style="list-style-type: none"> <li>• Confidence and maturity</li> <li>• Self motivating</li> <li>• Resilience, ability to work under pressure and keep to deadlines</li> <li>• Practical and hands on management style</li> <li>• Innovative and creative approach to selling</li> <li>• Flexible</li> <li>• Team player</li> <li>• Own transport &amp; current driving licence</li> </ul>	Essential Essential Essential Essential Essential Essential Essential Essential