**Online Sales Manager**

**Responsible to:** Assistant Head of Retail

**Responsible for:** Online Sales Team

**Hours of Work:** 37.5 hours a week, working 5 days over a seven-day week

**Place of Work:** Martin House Donation Centre, Thorp Arch Trading Estate

**Overall, Purpose of Role:**

Responsible for managing and implementing all aspects of Online Sales.

Lead the Online Sales team to be a high performing team.

Develop and improve the strategy to increase Martin House’s online sales portfolio and achieve targets**.**

**Tasks and Duties:**

1. Lead and implement a highly ambitious Online Sales strategy that enables Martin House to meet its strategic objectives.
2. To lead, manage and inspire the Online Sales team, by undertaking regular one-to-ones, appraisals and performance reviews of any team members.
3. To obtain accurate item valuations by using a variety of online research tools. Adherence must be given to distance selling policies and Trading Standards awareness.
4. To ensure accurate management of online sales stock and to produce management reports as required.
5. To work closely with all Martin House Retail shops and the Retail Leadership Team to maximise the potential of all online sales items to achieve sales targets.
6. To ensure that items for online sale are effectively marketed, (photographed when necessary) placed, and dispatched, including the accurate and timely handling of associated transactions and feedback. Always using available advertising and promotional software to enable the most effective presentation of goods.
7. Be aware of online bidding processes and ensure all sales queries are attended to and answered with appropriate, polite, and timely responses. Finalise and administer the sales process.
8. To ensure all sold items are packaged and distributed as per customer and website requirements and through the most cost-effective distribution methods.
9. To ensure the online shops adhere to eBay/Amazon and the Martin House shops policies on Customer Service, Refunds and Exchanges.
10. To ensure you work by and abide by the policies, procedures and guidelines as laid down in the shops and Health & Safety Manuals.
11. Use the Stock Management System to prepare and distribute reports and management information as required for all online selling.
12. To research and implement new development in all areas of potential internet based selling opportunities.
13. To travel to and attend meetings and training courses/events when required
14. To constantly source saleable online items by promoting and facilitating effective two-way communications amongst all the hospice staff, including corporate teams and retail shops.
15. Ensure that administration of the internet-based shop continues to promote a favourable image of the Hospice

**Personal development**

* To adopt a positive and reflective approach to personal and professional development.
* To participate constructively in a yearly annual appraisal.
* To undertake core competencies for clinical skills and specific training and to remain updated.

This job description reflects the present requirements of the post and will form the basis of performance appraisal. As duties and responsibilities change and develop the job description will be reviewed and necessary changes made with consultation.

Employees may be required to drive a Martin House pool car. These cars are insured by Martin House and it is a requirement of the insurers that we have checked that any staff who drive the cars have a current driving licence.

Martin House has a multi-professional, multi-skilled team seeking to reach out to each family in a way that most helps them. Because of this team members may be expected to accept a different or unusual task or role.

**Health & Safety:**

* To comply with the requirements of health and safety legislation and best practice regarding retail operations.
* To be aware of the safety needs of the online sales team and area to adopt a preventative safety approach to all times.
* To report all accidents incidents and untoward incidents to your line manager through the vantage system
* To be aware of your health and safety responsibilities as an employee and adhere to these.

**Personal Development:**

* To adopt a positive and reflective approach to personal and professional development.
* To participate constructively in a yearly annual appraisal.
* To undertake specific training and to remain updated.
* To work contracted hours including occasional weekends

This job description reflects the present requirements of the post and will form the basis of performance appraisal. As duties and responsibilities change and develop the job description will be reviewed and necessary changes made with consultation

**Equality statement**

Martin House is committed to providing care and improving services irrespective of race, ethnicity, disability, gender, religion or belief, age, marital status, or sexual orientation

**Safeguarding Children, Young People and Vulnerable Adults**

Martin House is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees to share this commitment. Recruitment checks are undertaken in accordance with safer recruitment standards and successful applicants may be required to undertake a DBS check via the Disclosure and Barring Service (DBS).

**All Martin House employees are expected to**

* Uphold the values of Martin House and behave in a professional manner at all times.
* Value equality and diversity and comply with relevant equality legislation.
* Attend 1:1s with line manager, team meetings and annual appraisals.
* Take part in all relevant mandatory training and any other education and training considered necessary to carry out the role.
* Take responsibility for one’s own personal development.
* Cooperate with colleagues, encourage and support positive working relationships (both internally and externally) and foster a culture of respect and consideration at work.
* Establish and maintain effective communication with relevant individuals and groups, both internally and externally.
* Take responsibility for one’s own health and safety and the health and safety of others whilst at work, and comply with Health and Safety legislation.
* Comply with information governance requirements and maintain confidentiality at all times, as required.
* Work within all Martin House policies and procedures.
* Communicate a positive image of Martin House and protect its reputation.

**Staff who support Martin House volunteers are expected to**

* Carry out effective inductions for new volunteers in your department
* Lead and guide volunteers, providing the support needed to maintain morale and enable them to work effectively
* Supervise your volunteers appropriately in their day to day work and actively work to recognise the work that they do
* Ensure your volunteers have access to some personal time with you on a regular basis
* Ensure that your volunteers have an annual opportunity to reflect on their volunteering role with you
* Support appropriate volunteer learning and development within your team
* Communicate effectively with your volunteer team, and in line with the Martin House Staff Charter
* Play a role in the recruitment of new volunteers within your area, once appropriate training has been given
* Support the Manage performance issues with volunteers fairly and sensitively, taking advice from the HR department where appropriate

**Person Specification**

**Qualifications and work experience**

Essential

1. IT skills, including the use of MS Off together with specific skills associated with the sale of items via an internet-based trading site
2. Organisational skills used in connection with managing and undertaking a variety of tasks within a retail environment
3. Experience of internet-based selling. To include sites such as, eBay sales, Amazon and Depop.
4. Understanding of payment platforms such as PayPal and eBay managed payments,
5. Experience in using Photoshop or other photo management software apps.
6. Have experience in digital marketing.
7. Retail and Customer Service online payment systems
8. Have experience of domain names, website content and social media.
9. Interpersonal skills – dealings with the demands and queries of customers.
10. Excellent numeracy and writing skills.
11. Organised and able to meet deadlines
12. Leadership Skills

Desirable

1. Negotiation skills
2. Experience in organising logistics

**Attributes**

1. Ability to work collaboratively as part of the retail team
2. Willingness to learn, develop and take responsibility for increasing online sales.
3. Commitment to continued professional development, in order to keep up with trends
4. Flexible and positive attitude.
5. Committed and motivated by the purpose of Hospice
6. Proactive and target driven