**E-commerce Assistant**

**Responsible to:** E-commerce Manager

**Hours of Work:** 22.5 hours a week (Shift pattern to be discussed at interview)

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

**Overall, Purpose of Role:**

Support the E-commerce Manager with implementing all aspects of Online Sales.

Support and encourage the Online Sales team to be a high performing team.

Assist in the improvement of the strategy to achieve targets**.**

**Tasks and Duties:**

* Support the E-commerce Manager to enable Martin House to meet its strategic objectives.
* 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.
* To assist in the accurate management of online sales stock.
* To work closely with the ecommerce manager to maximise the potential of all online sales items to achieve sales targets.
* 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.
* 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.
* To ensure all sold items are packaged and distributed as per customer and website requirements and through the most cost-effective distribution methods.
* To ensure the online shops adhere to online platforms and the Martin House shops’ policies on Customer Service, Refunds and Exchanges.
* To ensure you work by and abide by the policies, procedures and guidelines as laid down in the shops and Health & Safety Manuals.
* To travel to and attend meetings and training courses/events when required

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.

**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.

**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 management of performance issues with volunteers fairly and sensitively, taking advice from the People department where appropriate

**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.

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

**Person Specification**

**Qualifications and work experience**

Essential

* IT skills, including the use of MS office together with specific skills associated with the sale of items via an internet-based trading site
* Experience of internet-based selling. To include sites such as, eBay sales, Amazon and Depop.
* Understanding of payment platforms such as PayPal and eBay managed payments,
* Experience in using Photoshop or other photo management software apps.
* Retail and Customer Service online payment systems
* Have experience of social media.
* Interpersonal skills – dealings with the demands and queries of customers.
* Excellent numeracy and writing skills.
* Organised and able to meet deadlines

Desirable

* Negotiation skills
* Experience in organising logistics

**Attributes**

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