



Job Title: Retail E-Commerce Assistant

Salary: £18,525 per year

Location: Retail Office, Maidenhead

Hours: 40 per week including Saturday on rota. 5 days out of 7

Reports to: Retail E-Commerce Manager

Responsible for: E-Commerce Volunteers

Purpose of Job:

To assist the E-Commerce Manager with the retail on-line platforms providing information, driving sales and achieving excellent customer service.

To professionally assist and support the e-commerce business with helping to deliver financial targets and profit and loss.

Main Tasks:

Sales & Profits

- To assist with sales targets and help maximise profit through effective use of commercial reports to assist with eBay performance and other on-line trading
- To ensure all the online platforms are an attractive place for online customers who wish to purchase goods, ensuring the listings are accurate and up to date, with good visual merchandising and photography for each platform
- To create accurate, detailed, and informative and concise item descriptions to optimise the sale value of each item
- Implement and manage the correct research and valuations of stock and choosing the correct outlet for goods, pricing new goods accordingly as outline by the e-Commerce Manager and Retail Director
- To support with the online Gift Aid process training volunteers to capture and maximise Gift Aid whilst complying with HMRC regulations
- To achieve listing targets updating and adjusting prices where appropriate
- Motivate the volunteers to achieve all daily / weekly sales and listing targets
- To sort high value donated stock sent via identified shops or donated by person at the DC for eBay
- To support social media activity to enhance and promote sales strategies

Operations

- To support with internal relationships with store teams and the DC to ensure sufficient stock is sourced for the online operation
- To support the e-commerce operation within the warehouse including sorting donated stock, storage, picking, packing and dispatch
- To support with posting all orders through the local postal system/collections in a timely manner to ensure service level agreements are met
- To support with online listings including delisting after expiry date, arranging for stock rotation and transfers to shops or ragging
- To know the value of high street brands and fashion houses to ensure each product is listed accurately and appropriately
- To support with multiple listings across multiple channels and online shops such as Etsy, Shopno.23, Depop etc.
- To ensure that all paperwork and reports are processed and stored correctly and corresponds to all online records
- To adhere to the Charity Retail Association Code of charity retailing where applicable and ensure compliance to Trading Standards regulations on the sale of donated goods

Marketing and Customer Service

- To assist with all photography to ensure effective accurate and appealing images are advertised in keeping with the website brand and seasonal changes
- Provide prompt, efficient and complete online customer service in accordance with the relevant legislation and TH policies with responsibility for the full customer journey experience including returns
- Monitor feedback and the online rating for our seller status to ensure we maintain a consistent history of ratings to sustain our 'Five-star seller Status' and to address any feedback issues promptly and satisfactorily

Volunteer Management

- To support the e-commerce manager with the e-commerce volunteers following organisational policies and procedures
- To assist with meetings of e-commerce volunteers to encourage effective communication, team building, improved e-commerce skills and a wider understanding and support of Thames Hospice services
- To work with the e-commerce manager and Volunteer Recruitment Manager in support of volunteer recruitment, training, and retention
- To act as an Ambassador for the organisation in all areas of the E-Commerce business and as part of the whole retail operation

Other

- To undertake extended seasonal hours as required and any other reasonable duties as required by the E-Commerce manager

Thames Hospice is committed to being an equal opportunities organisation. It is committed to promoting equal opportunities and preventing discrimination.

This policy applies to both its service delivery and to its own employment practices. You will be willing and able to demonstrate commitment to Thames Hospice Equal Opportunities Policy.

Our values

Our values are the essence of our culture and inspire our behaviour. They are:

Compassion – we treat everyone with kindness and compassion, providing a secure and caring environment.

Excellence – we are committed to delivering and demonstrating excellence in everything we do

Respect – we believe in treating everyone with dignity and respect.

Ambition – our desire and determination to succeed in meeting the growing needs of our local community.

Person Specification

Please note that all criteria are essential unless otherwise stated

1. Specialist Knowledge and Experience

- 1.1. Experience in working on E-Commerce platforms i.e. online trading and eBay
- 1.2. Experience of working with IT systems and software specifically Microsoft Outlook, InDesign and Photoshop, Word and Excel
- 1.3. Commercial awareness with an understanding of Online pricing across a wide range of categories including vintage clothing, ladies wear, menswear, entertainment, and collectables
- 1.4. Experience of delivering excellent customer service within a retail / e-commerce environment
- 1.5. Experience of working with volunteers and recruitment (*desirable*)
- 1.6. Knowledge of Health and Safety obligations
- 1.7. Willingness and ability to demonstrate commitment to Thames Hospice values

2. Organisation

Ability to organise time effectively, prioritising workload and meeting deadlines

3. Using Initiative

Experience of taking responsibility for own actions and make decisions without referring to others

4. Resilience

Ability to remain calm and self-controlled under pressure

5. Communication

Experience of communicating effectively, both verbally and in writing, adapting style to suit the audience

6. Team Working

Ability to develop effective and supportive relationships with colleagues

7. Influencing and Negotiating

Experience of influencing, convincing and negotiating with others in a way that results in acceptance and behaviour change

8. Team Working

Ability to lead and develop professional, effective, and supportive relationships with colleagues.

Special Conditions

- Access to own car and current driving licence with personal insurance cover for "Business Use" *as travel maybe required to our shops occasionally*