

# E-COMMERCE AND PRODUCT MANAGER



## Job description

<b>Hours per week</b>	21
<b>Contract type</b>	Temporary (1 year)
<b>Directorate</b>	Income and Engagement
<b>Reporting into</b>	Head of Individual Giving and Legacies
<b>Colleagues reporting into role</b>	Stock and Logistics supervisor*
<b>Location</b>	Hybrid, between home and our Bristol warehouse
<b>Salary</b>	£35,882 FTE
<b>Job Level</b>	Advanced Practitioner

\*This may change following a warehousing and fulfilment review

## About the role

We are looking for an experienced E-commerce and Product manager to join our Income Generation Team.

Together, we work tirelessly to inspire, nurture and encourage our supporters to raise money for children and young people with cancer. In this dynamic role, your ambition will be a driving force behind our success. We're seeking someone with a passion for cultivating new opportunities and a relentless commitment to achieving more. Resilience and creativity are important in this role, and an ability to forge strong relationships is the key to success.

You'll be responsible for leading in the research and delivery of new supporter facing products and fundraising resources. You will work with teams across the organisation to identify and deliver their new product requirements in line with values of the organisation.

You will develop and implement a long-term strategic plan that maximises income from a variety of new and existing ecommerce mechanics that delivers an excellent customer and supporter experience and raises our brand profile.

You'll manage the warehouse team to ensure that the stock, logistics and distribution function operates smoothly and efficiently and in line with the needs of all Young Lives Vs Cancer Teams and the organisation. (Note: this is subject to change following and warehouse and fulfilment review).

This role is subject to a criminal record check. In the event of a successful application a basic criminal record check will be completed.

[younglivesvscancer.org.uk](http://younglivesvscancer.org.uk)

# What will I be doing?

## Main responsibilities

### Buying

- Responsible for sourcing new supporter facing products and fundraising resources for the organisation to ensure we get the best price, that products meet budgetary targets, safety standards are met, and the products are sourced as sustainably and ethically as possible.
- Research new product opportunities for teams across the Charity.
- Lead in the delivery of seasonal marketing product ranges and launches to support key campaigns and activities.
- Attend selected trade shows to keep up to date with product buying trends, build supplier relationships and source new products.

### E-commerce

- Oversee the management of the Young Lives vs Cancer online shop, including listing all items, ensuring Shopify is kept up to date and on the best package for our needs.
- Liaise with the Brand, Marketing and Communications team to promote products and increase sales.
- Ensuring we deliver the best possible experience for customer and supporters that helps them engage with the whole of Young Lives vs Cancer.
- Review trends to develop ideas and opportunities and react accordingly within the confines of the budget.

### People management

- Effectively manage the Stock and Logistics Supervisor and volunteer roles.
- Ensure that direct reports receive the support and structure needed to fulfil their role, this would include clear objectives and regular one to ones ensuring appropriate support is given to achieve objectives.
- Ensure that direct reports have a clear personal development plan that enables them to develop both in the role and towards their personal goals.

### Financials

- Contribute to the creation of budgets, KPIs and objectives that relate to new product launches.
- Work with the digital team to create and manage an effective stock management system in coordination with Shopify and Kudos, monitor and manage stock levels to ensure maximum financial performance and customer satisfaction.

### Strategic

- Develop and maintain a product marketing strategy that maximises growth potential and raises brand awareness.
- Working with colleagues develop and monitor supporter journeys for online shop customers

### Relationships

- Create an environment of continued volunteer recruitment and engagement.
- Professionally represent Young Lives vs Cancer as a senior ambassador in working relationships with external partners.
- Champion and role model excellence in customer and supporter experience and engagement within your team.



- Build strong relationships with customers, donors, supporters and volunteers with the aim of building long term support for the charity.
- Ensure excellent cross-team working and collaboration with all relevant teams in the organisation.
- Work with your team and other departments to find new ways of resolving problems, and improving efficiencies.

### **Additional responsibilities**

Alongside your specific job duties, every member of Team Young Lives needs to make sure they also:

- Make safeguarding a priority
- Take care of your own health and safety and that of others
- Actively challenge injustice and inequality and promote Young Lives vs Cancer's Diversity, Equity, Inclusion and Belonging agenda to create a better, and more diverse and inclusive organisation.
- Ensure that you treat information and data professionally, using it only for the purposes that Young Lives vs Cancer has said it would; respecting the confidentiality and privacy of its supporters, service users and staff.
- Accept that you are personally responsible and accountable for ensuring you understand and adhere to all Young Lives vs Cancer policies and procedures.
- Be an active team member, regularly attending team meetings and contributing to shared learning and development
- Undertake any other reasonable duties as directed by or agreed with your line manager.

## **What are we looking for?**

### **Experience**

- People management.
- Product purchasing.
- Recruitment and managing a volunteer team.
- Customer service and customer journeys.
- IT Literacy including all Microsoft packages which include spreadsheet and online selling platforms.

### **Knowledge and skills**

- Ability to work under pressure, manage multiple projects and work to deadlines.
- Numerate with budgeting skills and understanding of how to forecast, calculate margins. Good knowledge of Excel and databases.
- The ability to analyse data, identify opportunities to improve performance.
- Excellent people management and interpersonal skills with an ability to communicate effectively at all levels.
- Strong influencing and negotiating skills, with the ability to liaise and develop relationships with external and internal contacts.
- Excellent buying, influencing and negotiation skills.

### **Behaviours**

- Actively challenge injustice and inequality and promote Young Lives vs Cancer's [Diversity, Equity, Belonging & Inclusion strategy](#) to create a better, more diverse and inclusive organisation
- Demonstrate that Young Lives vs Cancer's values are at the heart of everything you do: you are brave; you are confident; you have integrity; and together, across all levels and with our external partners, we are one team

