

SAINT FRANCIS HOSPICE

JOB DESCRIPTION

JOB TITLE	Ecommerce Assistant
GRADE	2
HOURS OF DUTY	37.5
REPORTS TO	Retail Online Trading Manager
KEY RELATIONSHIPS	Director of Retail Health and Safety, Head of Retail & Tradings Operations Manager, Warehouse Manager, Warehouse team all Retail teams, Hospice teams, volunteers
RESPONSIBLE FOR	N/A

JOB SUMMARY

To support the Retail Online Trading Manager in delivering the online sales activity and maximising income from donated and new goods – through recognised sales channels including eBay, Ziffit, Vinted and Depop, ensuring excellent customer service is always delivered.

Work with the volunteering team to support all Online Trading operations, such as ensuring the fast and efficient packaging and delivery of sold goods to customers.

Support the Warehouse Manager in ensuring the flow of stock and donated goods throughout the Warehouse operation.

Ensure compliance with Organisation procedures and working practices.

MAIN DUTIES AND RESPONSIBILITIES

Online Trading

- Confident in online sales processes and procedures, including eBay, Vinted, Depop and other popular platforms.
- Support in all aspects of administration relating to the online sales operation.
- Create and monitor accurate product listings, writing item details and descriptions on various online platforms.
- Answer online enquiries in a timely and professional manner and ensure that a healthy level of positive feedback is obtained and that any queries are addressed
- Ensure stock of donated goods are maintained, in good working order and condition before listing for sale.
- Gain the best possible price for all items by researching product
- Work efficiently to ensure the timely dispatch of all items.
- Ensure that you adhere to the Health & Safety requirements of the Warehouse, including manual handling and operational safety processes.
- Support the co-ordination of stock movement between stores & warehouse.

ADDITIONAL REQUIREMENTS OF POSTHOLDER

SENSITIVITY AND PROFESSIONALISM: As an employee of Saint Francis Hospice you should expect that it is likely that you will come into contact with patients, their families and members of the public who are at the end of life or recently bereaved. All employees are expected to respond to people recounting and expressing their emotions about such events with sensitivity and understanding, and to know enough about the services that the Hospice provides to be able to signpost people who may benefit from our services to the relevant contacts.

CONFIDENTIALITY: The post holder must maintain confidentiality, security and integrity of information relating to patients, staff and other hospice matter during the course of duty. Any breach of Confidentiality may become a disciplinary issue.

DATA PROTECTION: It is the responsibility of all staff to be aware of their obligations in respect of the Data Protection Act 1998.

EQUAL OPPORTUNITIES: The hospice is committed to the development of positive policies to promote equal opportunity in employment and has a clear commitment to equal opportunities. All employees have a responsibility to ensure that they understand the standards expected and that they promote and adhere to the equal opportunity measures adopted by the hospice.

HEALTH AND SAFETY: All staff must be familiar with section 2 of the Health & Safety Policy, Organisation of Health and Safety. This document sets out the responsibilities of all staff for health and safety, whether in a supervisory capacity or not. Policy section 3 (arrangements for Health and Safety) provides an overview of training for competence in Health and Safety matters.

HOSPICE IDENTITY BADGES: Hospice ID badges must be worn at all times whilst on duty.

SMOKING: The hospice acknowledges its responsibility to provide a safe, smoke free environment, for its employees, service users and visitors. Smoking is therefore not permitted at any point whilst on duty, in accordance with the guidelines set down within the Hospice No Smoking Policy.

REGISTRATION COMPLIANCE/CODE OF CONDUCT:

All employees who are required to register with a professional body to enable them to practice within their profession are required to comply with their code of conduct and requirements of their professional registration.

WORKING TIME REGULATIONS: The 'Working Time Regulations 1998' require that you should not work more than an average of 48 hours in each week. For example, in a 26 week period you should work no more than 1248 hours.

Please note that this job description is not definitive or restrictive in any way. It is a guide to the responsibilities of the role. It may be reviewed, in consultation with the post holder, in light of changing circumstances and the changing needs of the Hospice.

The post holder will be expected to perform any other such duties as might reasonably be required by the Director and will work in accordance with all Hospice Policies and Procedures.

In an emergency, all staff may be required to work different hours or carry out different tasks to those set out in their contracts of employment. This will be done in consultation with individuals and taking into account any special circumstances that may exist.

PERSON SPECIFICATION

Ecommerce Assistant

E = ESSENTIAL	D = DESIRABLE
Demonstrating the Hospice Values – Supportive, Compassionate, Inclusive and Respectful, Professional, Always Learning	
<p>Supportive - The ability to listen to and value peoples' experience and use them to give the personal support that is right for everyone.</p> <p>Compassionate - The ability to be kind and treat everyone we meet with care and compassion. The ability to be friendly and put people at the heart of our actions and words, supporting people's choices and decisions, helping them to feel safe, secure and valued.</p> <p>Inclusive and Respectful - The ability to be open and transparent and value each person's individuality. To be able to show respect for everyone and value diversity. To be mindful that our different experiences and knowledge make us stronger and together we achieve more.</p> <p>Professional - The ability to do your best, in providing the appropriate care and expertise to those who need us and support us.</p> <p>Always Learning - The ability to be open and outward looking, always ready to adapt and change, looking for better ways of doing things, by learning from each other and from the ever changing world around us.</p>	E

Education & Training	E	D
<input type="checkbox"/> Basic general education	E	
<input type="checkbox"/> Good standard of literacy & numeracy (level 1)	E	
<input type="checkbox"/> Full current UK drivers licence with no endorsements		D
Skills/Abilities/Knowledge		
<input type="checkbox"/> Good written and verbal communication skills	E	
<input type="checkbox"/> Ability to respond quickly to requests in order to perform duties	E	
<input type="checkbox"/> Ability to work under supervision, and independently, as appropriate.	E	
<input type="checkbox"/> Good interpersonal skills	E	
<input type="checkbox"/> Good time management skills, able to work calmly under pressure	E	
<input type="checkbox"/> Basic IT skills	E	
Experience		
<input type="checkbox"/> Experience of delivering good level of customer service	E	
<input type="checkbox"/> Experience of working independently and as part of a team	E	
<input type="checkbox"/> Experience of digital selling platforms	E	

<input type="checkbox"/>	Experience with stock rooms		D
<input type="checkbox"/>	Experience of working with volunteers and charity Retail		D

I confirm that I have read the Job Description/Person Specification and the duties contained therein and accept the conditions of this role.

NAME:

SIGNATURE:

DATE: