



## **JOB DESCRIPTION**

<b>Job Title:</b>	E-commerce Assistant
<b>Department:</b>	Retail
<b>Reports to:</b>	E-commerce Officer
<b>Hours:</b>	Part time minimum 30 hours a week. Worked over Monday to Saturday although occasional Sunday may be required depending on business needs.

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## **Job Purpose**

Promoting the ideals of St. Oswald's Hospice and being a positive ambassador.

To contribute to fundraising of St. Oswald's in order to achieve maximum profit and sales targets through E-Commerce operations.

To contribute to the current growth of our eBay selling operations as well as working with Line-manager, Operations Managers and Head of Retail to establish new selling platforms for both bought-in and donated goods.

Maintaining effective stock management and online merchandising.

To contribute to the retail team of St Oswald's Hospice by building good working relationships and ensuring a high standard of customer service.

## **Key Tasks / Duties**

- Have a passion for charity retail, online sales and a creative flair.
- Implement and maintain a stock sourcing, storage, on-line listing, processing and dispatching of items.
- To catalogue donated stock and prepare it for sale, ensuring all records are kept up to date.
- Safely packaging of sold items.
- To serve customers via On-line communications.
- To collate stock, photograph and prepare them for online sale.
- To monitor our online sales and provide updates and analytics as required
- To follow St Oswald's procedures when dealing with all monetary transactions.

- To undertake general housekeeping tasks ensuring Health & Safety and Fire procedures are followed.
- To help maintain high standards of cleanliness and maintenance of property and equipment reporting any problems directly to the Line-manager or Kingston Park Warehouse Manager.
- To undertake all other reasonable duties as requested by the E-Commerce Officer.

### **Self-Development**

To undertake appropriate personal development and maintain, develop skills and knowledge as determined by the annual review and development meetings and subject to the availability of resources.

### **Risk Management including Health & Safety**

To adhere to St Oswald's Health and Safety policy as set out in St Oswald's Health and Safety policy statement.

To attend all health and safety training St Oswalds deems mandatory.

### **Team Working and Conduct**

To work as a positive team member at all times, in accordance with St Oswald's Respect at Work Policy and Procedure.

To behave in a professional manner at all times, reflecting and maintaining St Oswald's values and standards of behaviour and generating a positive image of St Oswald's to all stakeholders.

To adhere to all St Oswald's policies and procedures to ensure that these are maintained at all times.

### **Other**

To undertake any other duties as appropriate within the competence and general level of responsibility of the post under the direction of the post holders line manager.

The job description reflects the immediate requirements and objectives of the post. It is not an exhaustive list of the duties but gives a general indication of the level of work undertaking, which may vary in detail in the light of changing demands and priorities.

Substantive changes will be carried out in consultation with the post holder.

### **DIMENSIONS OF POST**

This role has no responsibility for budgets, staffing or equipment.

#### RISK ASSESSMENT

A generic retail role risk assessment for this post has been completed. No other additional risks have been identified however should there be a need identified then an individual risk assessment will be carried out to assess any additional measures or controls that need to be put in place to provide a safe working environment.

#### DISCLOSURE / LEVEL

An Enhanced Disclosure and Barring Service check is required

#### PREPARED BY/ DATE

Andrew Moir, Head of Retail, January 2023



## **PERSON SPECIFICATION**

### **E-commerce Assistant**

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>QUALIFICATIONS</b>	Basic secondary school education	
<b>SKILLS</b>	Customer service skills Strong IT and analytical skills Numerate, literate and articulate	
<b>PERSONAL QUALITIES</b>	A flexible approach to undertaking varied tasks.  Empathy with St Oswald's values and environment.  The ability to work in a small team  Strong organisational skills  Self motivated, able to work with the minimum of supervision  Good interpersonal skills to deal with members of the general public, staff members and volunteers  Demonstrates St Oswald's values of Compassion, Accountable and Authentic, Positive and Can Do, Excellence and Innovation	
<b>PREVIOUS / MINIMUM EXPERIENCE</b>	Experience of a retail environment. Knowledge of on-line sales and using Microsoft packages.	Experience of working for a Charity or working with volunteers.
<b>OTHER</b>	A reasonable level of health, the job will require a certain amount of manual handling  Flexibility to work out of hours.	Driving Licence

PREPARED BY/ DATE

Andrew Moir, Head of Retail, January 2023