

Job Description

Job Title	Ecommerce Lead
Reporting to:	Head of Fundraising and Retail Operations
Main purpose of Job	As an eCommerce Lead, you will play a vital role within our retail team, working closely with the Head of Fundraising and Warehouse Manager to manage daily operations and support income growth. This will be achieved through the sale of a wide variety of donations from our high street shops on our online platforms, primarily eBay and other marketplaces.
Main duties: Role Specific	
<p>Your core responsibilities will include processing high quality stock, managing listings, providing excellent customer service, dispatching orders and supporting any volunteers you have within the process to ensure a smooth and efficient service.</p> <p>You will also collaborate with our Warehouse Manager to communicate stock requirements to ensure a steady flow of donations are sourced from our stored stock as well as those which could be collected from our retail outlets.</p> <ul style="list-style-type: none">• Oversee daily operations of online stores, focusing on efficiency, quality assurance, and achieving listing and sales targets.• Create high-quality listings across various e-commerce channels with a focus on product condition, clear descriptions, and accurate details.• Ensure daily listing targets set by your line manager are met consistently.• Adhere to efficient processes for stock processing, listing optimisation, and order fulfilment, ensuring all steps meet company standards.• Oversee the production of high-quality photographic assets for product listings and marketing activities.• Control pricing strategies to maximise sales and profitability, supported by regular sales and performance analysis.• Collaborate with auction houses, where appropriate, to secure the best price for high-value items, maximising the impact for our beneficiaries.• Work closely with Shop Managers and the Warehouse Team to source appropriate volumes of stock to meet listing targets. Provide training and development to win hearts and minds and ensure smooth stock supply.• Maintain high standards of customer service across platforms by responding promptly to inquiries, feedback, and complaints, enhancing customer satisfaction and retention.• Ensure volunteer and team expenses are accurately recorded and comply with relevant procedures.• Follow correct procedures for processing retail Gift Aid to maximise its value for the charity.• Support the training and management of volunteers, providing inductions, supervision, feedback, and ongoing support to create a positive and productive work environment.• Collaborate with marketing and communications to implement effective online sales strategies and optimise the charity's online presence.• Research and monitor industry trends, sales data, and best practices in eCommerce, applying new learnings to improve performance	

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- Proactively assess personal development needs and seek out opportunities for growth within the eCommerce field.
- Ensure adherence to financial and security protocols for online sales and maintain operational functionality.
- Help maintain a clean and organised working environment, ensuring both the physical workspace and digital records are well- managed.
- Ensure fulfilment processes are followed, including packaging items securely, checking that details match orders, meeting dispatch times, adhering to inventory procedures, and processing returns as per policy, to maintain a high standard of customer satisfaction.
- Coordinate with third-party logistics providers to ensure timely order dispatch and shipping.
- Identify areas for continuous improvement in fulfilment, customer service, and operational processes, suggesting and implementing solutions to increase efficiency and effectiveness.
- Help maintain a safe working environment for staff and volunteers, adhering to health and safety policies and assisting with necessary safety training

General Duties

VALUES

- To act as a positive and professional ambassador in order to support the Charity's mission and profile
- Facilitate good practice in others by acting as a role model at all times
- Respect and value all students and staff within the Charity

SAFEGUARDING

- To adhere to and follow child/adult protection policies and procedures, in order to promote the safety of all service users and staff at all times.
- Understand your responsibility in reporting any unacceptable behaviour/ safeguarding issues involving staff in a confidential, timely manner and complying with policies and procedures as required.
- Follow all policies and procedures of the Charity relating to your employment at all times
- To keep up to date and comply with relevant legislation and good practice and attend relevant training as required

HEALTH AND SAFETY

Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.

- Ensure the safety of everyone on site and staff at all times
- Identify potential risk and assist in carrying out risk assessments as required
- Be proactive in taking action to report and rectify faults
- Ensure Health and Safety documentation is completed e.g. accident and incident forms, within time stated in Trust policy and/or legislation

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EQUALITY AND DIVERSITY

The Trust has an Equality and Diversity Policy and it is the responsibility of all staff to comply with this.

CONFIDENTIALITY

The post holder must maintain appropriate levels of confidentiality at all times about service users, staff and other Charity business at all times.

The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act and comply with the Trusts policies and procedures around confidentiality.

COMMUNICATION

- Communicate with everyone on site effectively and appropriately at all times
- Communicate with all staff effectively and appropriately at all times
- Share experience with colleagues to allow for continued improvement in communication
- Attending relevant meetings as required
- Attend appropriate training to enable effective communication with service users
- To keep appropriate, clear, accurate and timely records as required in line with Charity policies and legislation

TEAMWORKING

- Build and maintain good working relationships with colleagues/staff, and external contacts as appropriate
- Liaising, co-operating and support colleagues/staff within own department and other departments as required, in a professional and timely manner, especially in relation to an activity that will directly impact on service users well-being and safety

PROFESSIONAL DEVELOPMENT

- Adhere to Performance Management processes in line with Charity policies and procedures
- Undertake all Mandatory Training and other training to maintain and improve own knowledge and skills.
- Undertake any extended training required to ensure continued professional development

FLEXIBILITY

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other duty or task within the responsibility level for their post.