

JOB PROFILE

Post:	Online / Ebay Assistant Sales Manager
Department:	Retail
Responsible to:	Online / Ebay Sales Manager
Hours of work:	37.5 hours per week, working 5 days out of 7
Salary:	Scale CH31 - £21,428 to £22,682 (inclusive of London Weighting Allowance) depending on experience
Location(s):	As per contract of employment

JOB SUMMARY:

Assist in the development of an online sales team, helping to manage the sales of donated items through online auction sites and online retail outlets by the online sales team providing leadership and support where needed to staff and volunteers. The role is accountable for the profit of a mixed portfolio of online sales.

You will help to establish and develop policies and procedures to deliver high customer service standards and work closely with the Online / Ebay Sales Manager to ensure effective day to day running of the business. You will contribute to all future development of online sales including the ongoing procurement of quality donations from the shops network.

MAIN DUTIES AND RESPONSIBILITIES

Financial

The post holder will:

- Help the online sales team to maximise online sales profits by setting and maintaining high standards of merchandising, stock control and customer/donor care whilst containing operating costs.
- Contribute to the development of online procedures and systems to give clear operating guidelines to staff, provide a good overview of the business, allow accurate budgetary control and provide clear and accurate audit trails.
- Assist in the implementation of weekly reporting through Key Performance Indicators (KPI's), to aid in the management and support of the online operation.
- Contribute to forward planning and online sales development.
- Seek and develop innovative new online trading and business opportunities to increase income.
- Promote Gift Aid where appropriate.

Stock Management

The post holder will:

- Help to ensure all orders are confirmed and customers communicated with effectively
- Monitor and respond to market conditions tailoring stock mix to opportunities and competitor activity.

- Assist to monitor various systems such as Google Analytics to ensure optimal performance.

- Assist in ensuring consistent standards across all online areas.

- Minimise waste and maximise return by ensuring all stock is processed properly and kept secure.

Personnel

The post holder will:

- Help with volunteer recruitment and training in conjunction with shop based staff and the Volunteer Recruitment drives.

- Participate in staff recruitment, induction and personal training programmes.
- Ensure that all instructions and information from the office are communicated to volunteers.

Health and Safety

The post holder will:

- Ensure satisfactory health and safety compliance for self, shop volunteers and customers.

- Comply with Health and Safety policies and instructions.

General

The post holder will:

- Demonstrate excellent customer service and promote good practice within the shop.

- Ensure that a standard of excellence is maintained at all times with regard to customer service and supporter care.

- Comply with North London Hospice policies and procedures, particularly in relation to security, health and safety and the processing of administration.

- Inform the Online / Ebay Sales Manager or other appropriate staff of any concerns.

- Maintain a good standard of housekeeping, which creates an environment that is both pleasant and safe for customers, and volunteers.

- Engage and support fundraising and marketing initiatives.

- Be willing to work additional hours, represent the charity and perform additional duties as and when required.
- Operate as a member of the overall retail team, working and cooperating with other shop managers as appropriate.

This is not an exhaustive list of responsibilities and the post-holder will be expected to undertake other duties within the remit of the job as requested by their line manager.

Note: This job description reflects the present requirements of the post. As duties and responsibilities change and develop, the job description will be reviewed and is subject to amendment in consultation with the post holder.

PERSON SPECIFICATION

	Essential	Desirable
Experience	<p>Experience of eBay and Amazon selling and buying.</p> <p>Experience of retail</p> <p>Ability to work independently on own initiative and in a team environment.</p> <p>Experience of dealing with customers and providing excellent customer care.</p> <p>Good organisation skills.</p> <p>A good standard of education including numeracy and IT skills</p>	<p>Experience in charity or voluntary sector.</p> <p>Ability to use social networks.</p> <p>Experience of recruiting, managing and motivating a team.</p> <p>Training of staff.</p>
Personal skills	<p>Competent in Microsoft Office</p> <p>Accuracy and attention to detail</p> <p>Numerate with the ability to calculate figures and competently undertake administration.</p> <p>Ability to work to tight deadlines in a calm and efficient manner</p> <p>Logical and analytical approach to work</p> <p>Flexible attitude and adaptable to change</p> <p>Ability to effectively organise and plan</p>	<p>Ability to understand and analyse sale figures</p> <p>Planning and organising skills</p> <p>Good time management and prioritisation skills.</p> <p>Demonstrate effective interpersonal skills.</p>
Other	<p>Must be willing to work weekends.</p> <p>Must be willing to undertake relevant training and attend meetings as required.</p> <p>Must be able to lift heavy and or bulky items.</p> <p>Live locally and or be able to commute to High Barnet safely.</p>	<p>Willing to act as a key holder.</p> <p>Car owner with a valid UK driving licence.</p>