

South Bucks Hospice – Job Description

Job Title	Charity E-Commerce Assistant Manager
Hours of work:	40 hours per week
Work days:	5 days per week although department will operate 7 days a week
Department:	Retail
Work Location:	Waddesdon
Reporting to:	Superstore Manager
Date of issue:	October 2024

Job Purpose

The Charity E-Commerce Assistant Manager is hybrid role for someone who wants to combine retail and e-commerce in a vibrant work environment. The week will initially be split between a range of retail duties including selecting and listing products for sale online.

Key Responsibilities

Core Duties

- Support the management of all aspects of online sales to maximize income for the charity through multiple online selling channels
- Research and identify items to sell online and input items onto online selling platforms using complete high-quality listings which provide accurate photography and detailed descriptions of items
- Respond professionally to customer enquiries in line with South Bucks Hospice's policies and procedures
- Adhere to Gift Aid procedure when processing gift aided donations
- Prepare sold items for posting in a safe and cost-effective way, maintaining proof of postage in order to resolve any potential issues, complaints and refunds arising from damaged or lost parcels
- Maintain all communication lines with online buyers and resolve any potential issues, complaints or refunds.
- Open and close the shop as required.
- Support the management of a team of volunteers.
- Sort and prepare for sale donations.
- Merchandise items on the sales floor.
- Implement all directives from your Line Manager.
- Encourage teamwork and lead by example.
- Price all sellable stock in accordance with agreed guidelines.
- Ensure a good commercial mix of stock is available to maximize sales and profit on the sales floor.

Compliance

- Provide a safe environment that protects all staff, volunteers and the public
- Adhere to all policies and procedures including those relating to Health and Safety of premises and team
- Adhere to all financial, money handling and banking procedures
- Ensure manual handling procedures are being followed
- Understand fire regulations and action to be taken in the event of fire.
- Report any accidents / incidents at work to Line Manager and record adverse incidents as appropriate
- Follow infection control policies and guidance at all times
- Embrace changes and development of new IT and operational procedures
- Complete all administration to required standard and deadlines
- Order consumables and stationery as necessary

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Key requirement of the role as detailed below.

- Manual handling and / or heavy lifting (moving and lifting of merchandise, bags / boxes of donated goods, books and equipment)
- Full, current, valid UK driving license.

Behavioural Values

- Appreciates the impact that decisions and actions have on the charity;
- Ability to ensure that objectives or tasks are delivered on time and to an agreed quality;
- Crucial front line operational role as part of team that delivers high quality services to a range of customers;
- Pro-active and responsive to requirements of customers and colleagues - a team player;
- Fully understands internal and external customer expectations and requirements, and works to ensure these are exceeded and delight customers;
- Works co-operatively and productively with others, to achieve results;
- Demonstrable knowledge and interest in retail and reuse;
- Takes the initiative to work across boundaries to resolve challenges;
- Demonstrates commitment and loyalty to South Bucks Hospice;
- Self-motivated individual with strong customer focus;
- Able to choose a method of communication that is appropriate and effective for a given situation, to incorporate the difference mediums of listening, verbal and written;

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- Uses original and creative thinking to make improvements or support the initiation of new approaches;
- Works with honesty and integrity and maintains the reputation of South Bucks Hospice;
- Does the right thing for the long term success of South Bucks Hospice.

Personal Attributes

- Retail experience, in a charity environment preferred;
- Knowledge of collectibles or fashion is desirable
- Good computer and IT Skills
- Demonstrate a consistent high standard of work and attention to detail;
- Punctual and presentable;
- Willing to learn;
- Effective Communications with colleagues and management team;
- Calm temperament under pressured conditions;
- Willingness to travel to other locations;
- Customer Service focussed;
- Approachable and accessible.

This job description is intended to be an indication of the scope of the role. In addition to these functions employees are required to carry out such other duties as may reasonably be required.

Name of Job Holder

Signed by Job Holder

Date
