

WHAT'S THE ROLE?

FULFILMENT MANAGER

As part of the Customer Engagement and Experience team this role is responsible for managing Prostate Cancer UK's day to day relationship with our fulfilment partner, ensuring the efficient, compliant and cost-effective delivery of fulfilment services that support fundraising, supporter care, health information, ecommerce and income processing activities.

You'll oversee supplier performance, service levels, contractual obligations and continuous improvement initiatives, working closely with internal stakeholders and external partners to deliver an excellent supporter experience, safeguard income and ensure operational resilience.

You'll use data, insight and strong relationship management to drive performance, identify opportunities for innovation and ensure the fulfilment service and your team continue to meet the evolving needs of the charity.

You will join us at a pivotal time for the team as we begin working with a new supplier. You will also execute the strategic plans and operational delivery of the charity's ecommerce function. This role ensures the online shop provides an excellent customer experience, supports fundraising and awareness goals, and delivers strong commercial performance.

IN THIS ROLE YOU'LL...

- Manage and own key relationships with our fulfilment suppliers, holding them accountable for meeting KPIs.
- Improve the efficiency of the organisation-wide fulfilment requirements, strengthen relationships, and streamline processes.
- Oversee stock levels, forecasting, and timely ordering to ensure product availability for Fundraising and Ecommerce Team.
- Lead new ecommerce product development and lifecycle management, using customer insight and sales data to optimise performance.
- Assist in developing and delivering a merchandising strategy aligned with charity goals and customer needs.
- Working closely with digital, fulfilment, marketing and customer operations teams, you will oversee product development, platform management, supplier relationships, and continuous optimisation of the shop
- Experience of managing and developing people, providing regular guidance, feedback and support to enable high performance.

- Maintain high quality data, making sure information is gathered and recorded in line with the requirements of the UK General Data Protection Regulation, ICO and Prostate Cancer UK Data Protection Policy.

AS A MEMBER OF PROSTATE CANCER UK'S MANAGEMENT TEAM YOU'LL...

- Role model and promote our behaviours in line with the code of conduct
- Act as an ambassador for the charity at all times
- Be an active and dedicated member of the communications management team, supporting Heads of teams and collaborating across the department and with the wider organisation
- Be accountable for performance management of your team, working with your people leaders to achieve positive results
- Coach and develop your team to achieve fantastic results and progress their skills and capabilities.
- Establish a culture of continuous improvement and evidence-based communications delivery.
- Actively promotes our commitment to equity, diversity, inclusion and allyship
- Promote a culture of continuous improvement and evidence-based delivery.

WHO YOU ARE...

Essential

- Build strong relationships with suppliers and internal teams and feel confident holding partners accountable.
- Are process-driven and enjoy finding simpler, smarter ways of doing things, especially where it improves supporter experience.
- Can juggle complex operational activity and keep things running smoothly across complex fulfilment operations.
- Have excellent attention to detail, especially when working at pace with large volumes of data or multiple suppliers.
- Have experience forecasting, managing stock and making operational decisions based on data and insight.
- Bring experience in managing, coaching, motivating and supporting others.
- Have solid knowledge of UK GDPR, fundraising compliance and data handling, or are ready to develop this with support.
- Are comfortable analysing information, spotting risks and presenting clear updates and recommendations.
- Communicate well with a wide range of people, building trust and influence at every level.
- Use systems confidently, including Microsoft Office tools and (ideally) CRM systems such as Raiser's Edge.

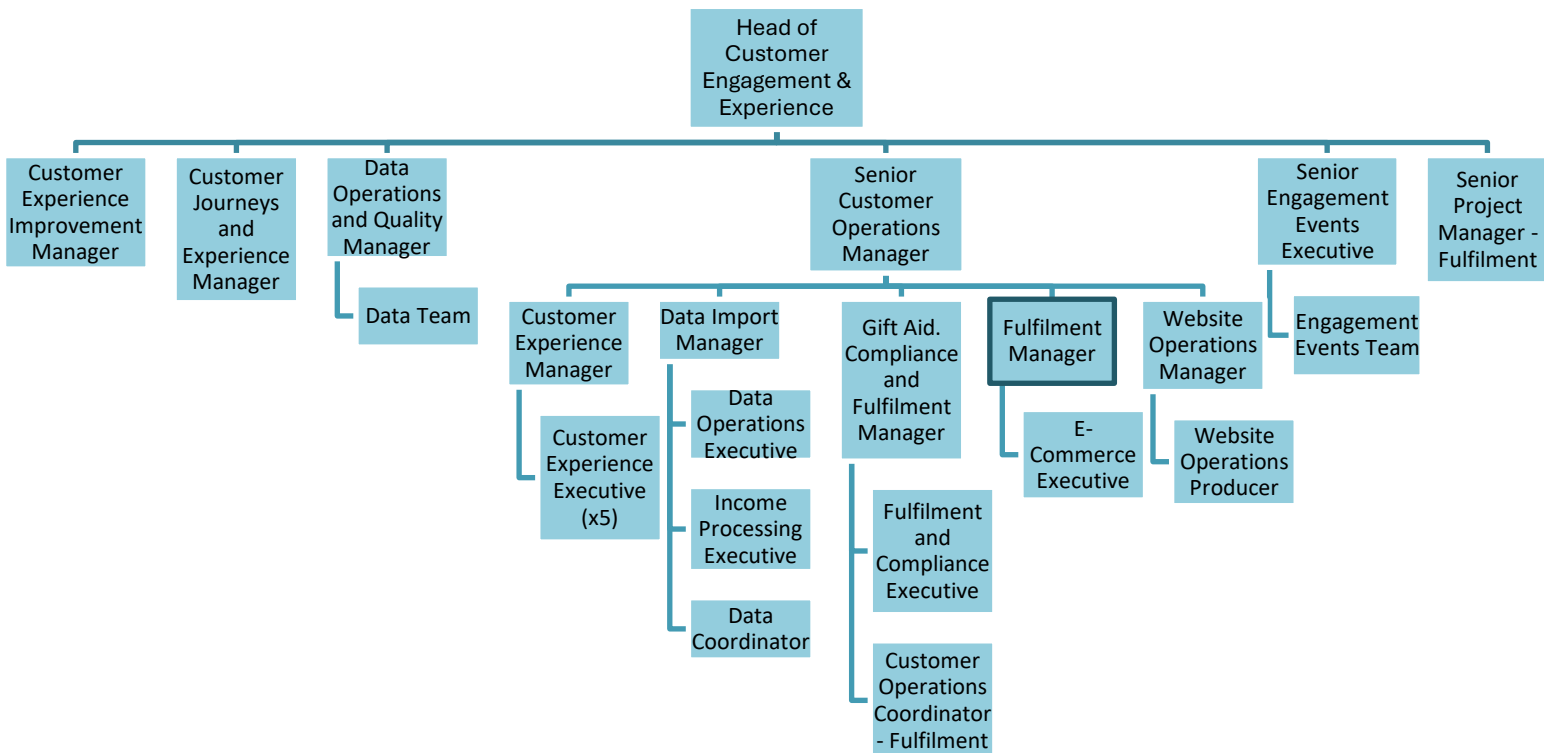
Desirable

- Knowledge of customer relationship databases, including Raisers Edge.

YOUR ROLE: THE NUTS AND BOLTS

Your line manager:	Senior Customer Operations Manager
Job level:	Band 4 - Manager
Contract:	Fixed term contract until end of February 2027
Hours:	Full time (37.5 hours)
Location:	Hybrid working – a combination of remote and in-person working at our London Bridge office. You'd need to be in the office four days a month and we may need you to come in for specific meetings.

WHERE DOES MY ROLE FIT IN THE ORGANISATION?

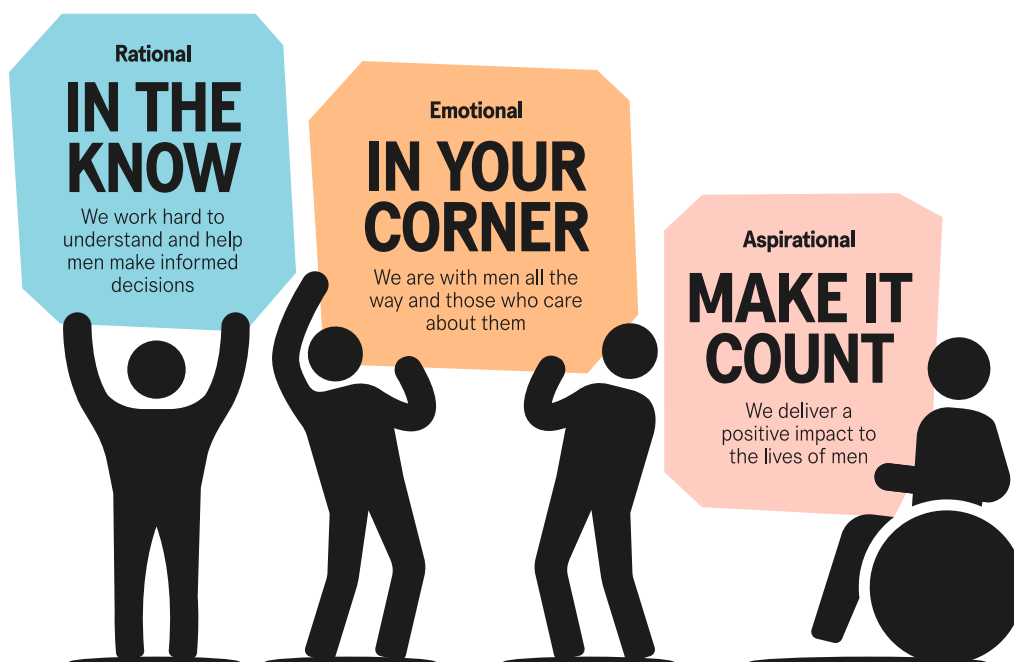


OUR CULTURE

VALUES AND BEHAVIOURS

Our values and behaviours help us make decisions, work together and guide the sorts of conversations we have on a day-to-day basis. They underpin our brand identity and give us a shared understanding of who we are and how we work together to create positive change, every day.

OUR VALUES



OUR BEHAVIOURS

RATIONAL	EMOTIONAL	ASPIRATIONAL
GENEROUS WITH KNOWLEDGE Switched on and well-connected, we share our expertise and make informed decisions.	GOT YOUR BACK Unembarrassed and reassuring, we listen, understand and stand up for those in need.	DO WHAT MATTERS Impossible to ignore, we focus on what matters to drive results and maximise our impact.
NATURALLY CURIOUS Constantly learning and hungry for knowledge, we challenge and push for answers.	OPEN TO ALL Inclusive and open-minded, we recognise everyone is unique and embrace different perspectives.	NEVER SETTLE Fired up and determined to make a difference in everything we do – and driven to give our best.