



Job description

Post:	ECommerce Coordinator
Department:	Retail
Reports to:	Retail E-Commerce & Logistics Manager
<p>To Assist the E-Commerce & Logistics Manager with the Retail online selling platforms providing information, driving sales and achieving excellent customer service internally and externally.</p> <p>Take responsibility for valuing, preparing and photographing stock, posting items on online selling platforms and dispatching items and processing of incoming stock.</p> <p>This will include proactive sourcing of stock in our warehouse and in our shops.</p> <p>Work collaboratively with the PAH Retail team, helping them to identify suitable products for online sales.</p> <p>To demonstrate commercial flair and acumen to drive the online shop income through the retail strategy.</p>	
Signature:	Date:

Our values and behaviors

Our Values are summarized by the acronym **I CARE**. They support our vision, mission and culture, reflecting who we are together and as individuals.

I CARE	
Integrity	<ul style="list-style-type: none"> We are honest and open We are trustworthy and authentic in our dealings with others We always try to do the right thing
Compassion	<ul style="list-style-type: none"> We are kind, supportive and caring We have empathy and listen to those around us We are warm and positive in our interactions
Accountability	<ul style="list-style-type: none"> We work together to make the Hospice's vision a reality We take responsibility for our work, performance and behaviour We acknowledge and learn from our mistakes
Respect	<ul style="list-style-type: none"> We are inclusive, we value difference and work together effectively We are sensitive to the thoughts, feelings and opinions of others We treat everybody with dignity
Excellence	<ul style="list-style-type: none"> We aim to be our best

- *We are forward-thinking and open to change*
- *We share our skills, expertise and learning, striving for excellence together*

1. Main Duties

- 1.1. Be responsible for the day to day operation and organisation of the E-Commerce sites, including: dealing with incoming stock, customer orders, deliveries, queries, accurate postage costs, refunds, products dispatched in a timely manner and feedback given/monitored
- 1.2. Ensure optimal listing positioning across multiple online selling platforms.
- 1.3. To produce weekly, monthly and YTD sales reports and achieve KPI's as required.
- 1.4. To ensure that goods are displayed online in attractive and presentable manner, ensuring high visual standards are maintained and that detailed product descriptions are on each listing.
- 1.5. Display and photograph items to ensure their optimal return.
- 1.6. Provide excellent customer service and work with customer to find resolutions for challenging situations.
- 1.7. Liaise with marketing communications team to ensure optimal social media exposure for the products listed.
- 1.8. Reconcile sales and transactions on the excel spreadsheet.
- 1.9. Work with, and grow a team of retail E-Commerce volunteers to assist with the growth of E-Commerce sales.
- 1.10. Manage incoming stock availability, liaising with the Retail Area Managers / Shop Managers to ensure good flow of appropriate stock to maximise online sales.
- 1.11. Ad Hoc travel to our shops when needed to get more high value donated stock to sell on our online selling platforms.
- 1.12. To act as a key holder for the Hersham Hub.

2. Other Responsibilities

- 2.1 To undertake any other such duties or general tasks and hours of work as may reasonably be required and to work in other locations within the hospice organisation.
- 2.2 Lead by example, exemplifying the Hospice values and behaviours – Integrity, Compassion, Accountability, Respect, and Excellence.
- 2.3 Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.

A job description is not a rigid or inflexible document but acts to provide guidelines to the duties expected while in post.

This job description will be reviewed and amended in the light of changing professional demands.

Personal specification

Post:	E-Commerce Coordinator
Department:	Retail

Qualifications and Training

- Up to GCSE standard or equivalent
- Customer Service or Office skills training PC literate, specifically Microsoft excel & outlook

Work background and experience

- Office experience gained either in Customer Service or Administration
- Online retail sales understanding including all wider factors
- Practiced in the use of IT packages email and the internet
- Telephone customer service experience
- Understanding of the different types of online selling platforms
- Experience of online sales with proven ability to drive sales
- Experience of working in a busy environment with priorities and deadlines
- Previous experience of working in Charity Retail or logistics desirable
- Knowledge of furniture & Trading Standards - desirable

Particular skills and aptitudes

- Good verbal and written communication skills
- Good telephone manner
- Good analytical, numerical and reporting skills
- I.T. skills, especially Excel
- Methodical and organized approach.
- Able to priorities and manage own time.
- Able to learn IT Administration procedures

Personal qualities and other requirements

- Practical
- Self-motivated
- Friendly and outgoing
- Patient.
- Listening skills
- Positive attitude to change
- Awareness of, and commitment to the Mission, Vision and Values of the Hospice