

Job Description



Job title: eCommerce Assistant

Department: Commerce & Enterprise - eComm

Reporting to: eCommerce Manager

Salary: £27,503 per annum

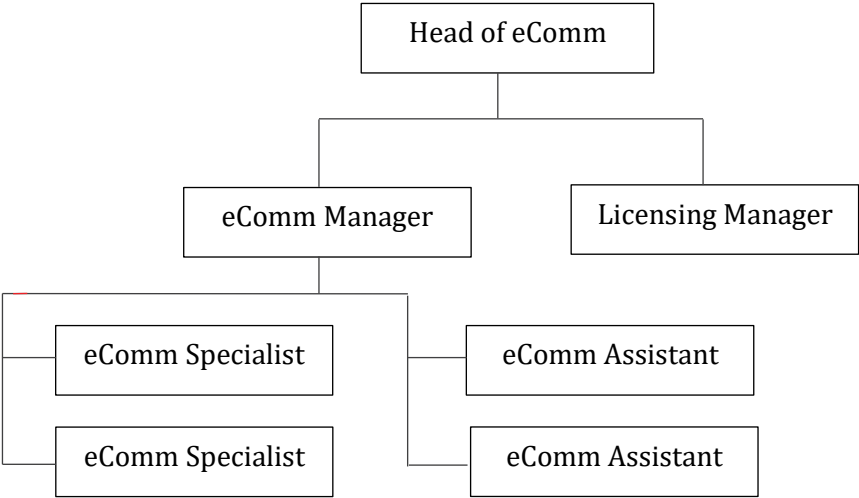
Location: Canning Town Warehouse, Unit 4 SEGRO Park, London, E16 4ES. Please note this is an onsite role.

Contract type: 12 month fixed term contract

Aim and influence

- Support the delivery of the eComm strategy as per Bricks & Clicks, to innovate and bring the Crisis brand to life through commercially viable products and multiple income streams
- Deliver an exceptional customer experience across multiple eComm channels, product ranges, collaborations to achieve sales and profit targets for eComm.
- Contribute to efficient and productive warehouse operations across all disciplines resulting in increased income
- Deliver exceptional experiences for volunteers, corporate volunteer groups across all disciplines

Organisational chart



Job responsibilities

- Support the eComm Manager as part of a lean, proactive and empowered team, operating in a highly collaborative culture to deliver above and beyond the growth and achievement of performance and income targets
- Processing pre-loved/corporate donations/bought in goods and print on demand from delivery to point of sale including photography and pre-retailing
- Listing products on our online shop and other marketplace platforms in line with our listing process. Using Shopify and listing apps
- Supporting the warehouse stocking system, ensuring stock is barcoded, store in the correct bins
- Supporting the fulfilment process, ensuring all orders are pick/packed in a timely fashion in line with our SLA's
- Deliver consistently excellent levels of customer service, ensuring the fulfilment of customer orders are timely, queries are expedited and every customer interaction is a positive experience creating greater customer satisfaction
- Ensuring internal, external and corporate volunteers enjoy a positive experience

General responsibilities

- Pro-actively seek out opportunities to promote and support member involvement within Crisis
- Develop and maintain an understanding of Crisis' work and the needs and circumstances of people facing homelessness
- Comply with Crisis policies and procedures, including Health and Safety policies, for which all employees owe a duty of care both to themselves and others, in accordance with the Health and Safety at Work etc Act.
- Comply with all Crisis policies and procedures insofar as they relate to the provision of services, including Safeguarding and Equality, Diversity & Inclusion
- Work collaboratively across departments to support Crisis' mission to end homelessness
- Commitment to the utilisation of Crisis' chosen IT Systems
- Competent in the use of laptops, desktop PC's and headsets
- Competent in the use of Microsoft applications i.e.: MS Outlook, MS Teams, MS Word and MS PowerPoint along with the use of online applications, for example Zoom and web browsers - Google Chrome or Microsoft Edge
- Carry out any other duties reasonably associated with your role

Person Specification

- Some experience of online retailing, ideally for a charity (not essential), high street or fashion retailer, with the ability to work at pace
- Target driven, with the ability to quickly pivot when needed or business demands
- Willingness to learn all of eComm/warehouse disciplines including processing pre-loved/corporate donations, bought in goods, print on demand, photography, listing and fulfilment etc
- Keenness to get involved in projects with eComm Specialists ie. Collaborations inc associated budgets, building skills engaging diverse stakeholders and building relationships at all levels across the organisation
- Good verbal, written and interpersonal skills
- Flexible in approach, with a totally 'can do' attitude, enjoying working in a dynamic and fast pace environment, with good attention to detail
- Knowledge of and able to comply with safeguarding and health and safety procedures
- Commitment to Crisis' purpose and values including equality and social inclusion

Desirable

- Digital experience of Shopify or other eComm platforms, including content creation
- Experience of working with volunteers and delivering positive social impact

We encourage applications from all sections of the community and particularly from people who have lived experience of homelessness.

Supporting your application

Thank you for your interest in working for Crisis.

Before you apply, please take a moment to read through the frequently asked questions below which are designed to support your application and help you understand our recruitment processes.

The person specification requires a qualification or experience that I do not have. Is it still worth me applying?

The person specification has the key knowledge, skills, experience or behaviours needed to carry out the job successfully and you will be scored based on any information you provide. If you don't quite meet the criteria, for example if you have an understanding of something rather than experience of doing it yourself, you may still pick up points for explaining your understanding or how you might approach it. However, some of the person specification points, for example specific qualifications, are critical to the role so if you don't meet those requirements, you are unlikely to be shortlisted.

Can I apply by sending my CV?

Occasionally we accept CVs and a covering letter but only if this is requested in the advert for the post. We don't accept speculative applications or hold CVs on file.

What should I do if I can't complete an online application?

If you would like to apply in a different format, for example in a Word document, because you are unable to use the online process, please contact the Recruitment Team jobs@crisis.org.uk It is helpful if you provide details of your requirements or suggestions about how we might best support you to apply so that we're able to consider alternatives.

Does Crisis use Artificial Intelligence (AI) technology for shortlisting?

Crisis does not use AI technology for shortlisting applications or throughout our recruitment process.

Can I use Artificial Intelligence (AI) technology for my application?

We strongly discourage applicants from using AI technology at any stage of the recruitment process. This is so we can run a fair, transparent process which gives all applicants an equitable chance of success. We want to hear about your own experience and perspectives in your application and if shortlisted, during the interview too.

How can I maximise my chance of being shortlisted?

It is important that you complete all sections of the online application form to ensure that the recruiting panel understand your interests, skills, behaviours, knowledge and experience.

Shortlisting is mostly based on the information you provide in the assessment form section.

A strong application will also be in line with the **Crisis Values** that you can find on our website.

Please note! If you don't provide full responses against the person specification points, the panel won't be able to score your application fully and it will be unlikely there is enough information for you to be shortlisted.

How quickly will I know if I have been shortlisted?

Every recruitment campaign will be different depending on how quickly the shortlisting panel can review applications but if you have not been shortlisted, you will receive an email from us confirming that.

If I am not shortlisted, can I get feedback on my application?

Unfortunately, we are not able to offer feedback on your application if you are not shortlisted for interview.

Can I get feedback after my interview?

We appreciate that information about where you did well or less well can be useful, so if you are not successful following interview we are able to provide feedback.

Will you notify me of future vacancies?

Once you have registered via Crisis Jobs Online, you can sign up to receive notifications of new vacancies based on the criteria you select. We also recommend that you check our website regularly for details of new vacancies.

I recently applied for a role and was not successful, but have seen the role re-advertised. Is it worth me applying again?

If the gap between advertising has been short, we would normally advise that candidates need not apply again, unless you have re-written and enhanced your application. Some examples might be that you have strengthened your examples using the STAR technique above.

Crisis Jobs Online

I have typed my personal statement answers into the online form, but it won't let me save them. What should I do?

There is a word limit of 400 per answer so it could be that you have exceeded the limit and that is what is preventing you from saving your work.

I filled in the personal statement section and tried to save it/submit it. However, it wouldn't do this and my information was lost. Is there any way to retrieve it?

You are encouraged to record your answers in a Word document first before copying and pasting your answers into the online application form, using the keyboard shortcuts Ctrl + C to copy and Ctrl + V to paste. The application form has a strict time out limit and so if you take longer than that limit you will lose your work and we are unfortunately not able to retrieve it.

Where can I get help?

If your query has not been answered above, you can contact the Recruitment Team jobs@crisis.org.uk for support.