



E-COMMERCE ASSISTANT

WELCOME LETTER

Every 6 minutes someone learns that they are losing their sight. Every five hours, a baby is born with sight problems. In these moments, two profound questions emerge:

- Can this be stopped?
- How do I (or my child) live this life?

The merger of Fight for Sight and Vision Foundation on 1st April 2023 will enable us to address both questions. By combining our strengths and expertise we'll be the only significant national funder with the efficiency, capability, and capacity to increase investment in medical research and social improvement. Together we can mitigate both the prevalence and impact of sight loss.

We have a clear ambition, led by our CEO, Keith Valentine, who has valuable lived experience of sight loss. This ambition includes retail growth plans and an income generation strategy to open more shops over the next 5 years. We currently operate 10 shops selling donated goods, including an online eBay shop.

We are now looking for experienced, committed, and creative individuals to join our dynamic team as we devise and launch a new five-year strategy. You'll be part of something impactful, we'd love to hear from you.

The e-Commerce Assistant will play a crucial role in the future growth of our newly merged charity and the impact that we can achieve through partnership for people with sight loss.



JOB DESCRIPTION AND PERSON SPECIFICATION

As the eCommerce Assistant your prime purpose is to assist the eCommerce Manager in ensuring our digital operation always meets the needs of the business. This will involve processing sufficient donations of appropriate quality to maximise the profitability of this important revenue stream.

You will be a proactive member of a wider Retail Team and support the eCommerce Manager with the day-to-day running of Fight for Sight and Vision Foundation's online platforms, with the specific aim of generating income through the sale of a wide variety of donations from our high street shops. In addition, you will work closely with our Shop Managers so they can understand your stock requirements.

The ideal candidate will have demonstrable experience in online sales and ideally have working knowledge of eBay, Depop and other online marketplaces.

Strong communication skills and a good level of written and spoken English are essential.

Responsible to

Retail Partnerships & eCommerce Manager

Direct reports

None

Working hours and contract

Permanent, full-time (35 hours per week)

Salary

£23,933

Location

West Norwood, London, SE27 9AA

Start date

As soon as possible

Role Responsibilities:

- To support our team of volunteers with pricing and listing to ensure items are processed in line with policies and procedures, recognising and thanking the team for their contribution
- To proactively assess own development needs and seek out development opportunities to enhance contribution to Retail objectives and operations
- To take ownership of good housekeeping for all areas of responsibility
- To accept responsibility and carry out any other task commensurate to the role
- The ability to work under pressure whilst remaining calm and organised
- To be receptive to change and to act as a change agent
- The ability to maintain excellent rapport with staff, volunteers, supporters, and donors
- To demonstrate a calm and logical approach to problem solving
- To consistently demonstrate a dedicated approach to the quality of customer service and team working.
- Comfortable working in a small team
- Commitment to teamwork, business partnering and a collegiate approach – with a ‘can do’ attitude and a sense of humour.
- Results-driven, able to measure and quantify own outcomes.
- Adaptable to changing landscape and evolving organisation.
- Willing and able to operate at pace in an organisation going through rapid change, using your initiative, and delivering to tight deadlines
- An understanding of and commitment to London’s blind and partially sighted people.

Person specification:

Skills, knowledge & experience

Essential

- Experience and knowledge of online trading activity within a commercial business setting
- IT skills in Microsoft Office, online platforms and the internet.
- Good language skills and attention to detail.
- Understanding of marketing principles in support of business goals

Desirable

- Photography experience
- An understanding of charity retail
- Knowledge of antiques/ specialist / higher value goods/fashion brands
- **Team working:** Fits in with the team. Develops effective and supportive relationships with colleagues. Is considerate towards them and creates a sense of team spirit.
- **Persuasive communication:** Writes and speaks fluently, clearly, and concisely. Adapts own communication style to suit and engage others.
- **Fact Finding:** Knows where to find relevant information. Checks facts and data. Retrieves and absorbs information quickly.
- **Commercial awareness:** Understands the competitive environment and applies commercial principles. Views issues in terms of cost and profits, high level of numeracy including ability to understand, analyse and present income and cost figures.
- **Customer Focus:** Puts the customer first and is eager to please them. Works hard to meet customer needs and respond in a timely manner.
- **Planning and organising:** Organises, prioritises, and schedules activities and resources.

Qualifications

- GCSE C or equivalent in Mathematics and English

Flexibility

- The role description is a general outline of duties and responsibilities and may be amended as the newly merged charity develops and the role grows. The post holder may be required to undertake other duties as may be reasonably required from time to time.

Application process

Please forward a CV and supporting statement, outlining your skills and experience relevant to the role and motivations for applying for the role (two pages maximum), with the subject 'Application for e-Commerce Assistant to recruitment@fightforsight.org.uk by the closing date of **Thursday 29th February 2024**.

When writing job applications, we want to see if candidates are the right fit for our charity, so they should be written using your own words. Use of Artificial Intelligence, such as Chat GPT, is considered plagiarism, and applications



drafted with the assistance of AI will be automatically rejected.

Accessibility

Please let us know if you have any accessibility requirements. If you are unfamiliar with MS Teams and would like to do a tech run-through before the interview, we can also coordinate that.

Equal opportunities, diversity & inclusion

Don't meet every single requirement? At Fight for Sight and Vision Foundation we are dedicated to building a diverse and inclusive workforce, so if you're excited about this role but your past experience doesn't align perfectly with every item in the job description, we encourage you to apply anyway. You may be just the right candidate for this or other roles that we have.

We have an inclusive and accessible recruitment process, including any adjustments required to support people from diverse community groups.

EDI Monitoring Form: Fight for Sight is an equal opportunities employer and particularly welcomes applications from people with sight loss. We treat everyone fairly and equitably across the organisation, including providing any additional support and adjustments needed for everyone to thrive. We would appreciate it if you could fill in this Equality and Diversity Monitoring form when applying for our roles. These answers are anonymous and will not affect your application: <https://www.surveymonkey.co.uk/r/VFEqualityDiversity>