

## ECOMMERCE 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, which took place on 1st April 2023, will enable us to address both questions. By combining our strengths and expertise we are now 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 – to save sight and to change lives.

We have worked through our merger and have a clear focus and vision. We are ambitious for the impact we can make. This ambition includes retail growth plans and an income generation strategy to open more shops over the next 5 years. We currently operate shops in London selling donated goods, including an online eBay shop and Depop.

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

The eCommerce 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 an **eCommerce Assistant**, you will play a vital role in our dynamic retail team, working closely with the eCommerce Manager to manage daily operations and support income growth. This will be achieved through the sale of a wide variety of donations from our high street shops on our online platforms, primarily eBay and other marketplaces.

Your core responsibilities will include processing high-quality stock, managing listings, providing excellent customer service, dispatching orders, and supporting a team of volunteers to ensure smooth and efficient operations. You will also collaborate with Shop Managers to communicate stock requirements and maintain a steady flow of donations. In addition, this role involves supporting the organisation and participation in events to drive sales and raise awareness, alongside collaborating with auction houses, where appropriate, to secure the best price for high-value items.

The ideal candidate will have demonstrable experience in online sales and, ideally, working knowledge of eBay and other online marketplaces. Strong communication skills, attention to detail, and a good level of written and spoken English are essential.

### **Responsible to**

eCommerce Trading Manager.

### **Working hours and contract**

Permanent, full-time (35 hours per week).

You will primarily work Monday to Friday, 9.30am to 5.00pm, with flexibility to work weekends as required by the needs of the business.

### **Salary**

25k per annum.

### **Location**

Based at our West Norwood Retail Office, SE27 9AA

### **Start date**

As soon as possible.

## Role Responsibilities:

---

- **Support daily operations** of online stores, focusing on efficiency, quality assurance, and achieving listing and sales targets.
- **Create high-quality listings** across various e-commerce channels with a focus on product condition, clear descriptions, and accurate details.
- **Ensure daily listing targets** set by your line manager are met consistently.
- **Adhere to efficient processes** for stock processing, listing optimisation, and order fulfilment, ensuring all steps meet company standards.
- **Oversee the production of high-quality photographic assets** for product listings and marketing activities.
- **Control pricing strategies** to maximise sales and profitability, supported by regular sales and performance analysis.
- **Collaborate with auction houses**, where appropriate, to secure the best price for high-value items, maximising the impact for our beneficiaries.
- **Support the organisation and participation** in events and pop-ups to drive sales and raise awareness of our mission.
- **Work closely with Shop Managers and the Donations Hub team** to source appropriate volumes of stock to meet listing targets. Provide training and development to win hearts and minds and ensure smooth stock supply.
- **Maintain high standards of customer service** across platforms by responding promptly to inquiries, feedback, and complaints, enhancing customer satisfaction and retention.
- **Ensure volunteer and team expenses** are accurately recorded and comply with relevant procedures.
- **Follow correct procedures for processing retail Gift Aid** to maximise its value for the charity.

- **Support the training and management of volunteers**, providing inductions, supervision, feedback, and ongoing support to create a positive and productive work environment.
- **Collaborate with marketing and communications** to implement effective online sales strategies and optimise the charity's online presence.
- **Research and monitor industry trends**, sales data, and best practices in eCommerce, applying new learnings to improve performance
- **Proactively assess personal development needs** and seek out opportunities for growth within the eCommerce field.
- **Ensure adherence to financial and security protocols** for online sales and maintain operational functionality.
- **Support the maintenance of equipment** and ensure it is in good working order to support eCommerce operations.
- **Help maintain a clean and organised working environment**, ensuring both the physical workspace and digital records are well-managed.
- **Ensure fulfilment processes are followed**, including packaging items securely, checking that details match orders, meeting dispatch times, adhering to inventory procedures, and processing returns as per policy, to maintain a high standard of customer satisfaction.
- **Coordinate with third-party logistics providers** to ensure timely order dispatch and shipping.
- **Identify areas for continuous improvement** in fulfilment, customer service, and operational processes, suggesting and implementing solutions to increase efficiency and effectiveness.
- **Help maintain a safe working environment** for staff and volunteers, adhering to health and safety policies and assisting with necessary safety training.

## Person specification:

---

### Skills, knowledge & experience

#### Essential

- **Experience with online marketplaces**, particularly eBay and Depop, for listing and inventory management, and supporting sales and fulfilment.
- **Ability to assist with sales analysis**, understanding basic metrics to help improve performance.
- **Basic photography skills** for creating high-quality images of products for listings.
- **Knowledge of popular brands** and the ability to identify items that have potential value for resale.
- **Research skills** to gather information on items, brands, and trends to support listings and pricing decisions.
- **Good communication skills**, both verbal and written, with attention to detail.
- **Commitment to delivering exceptional customer service**, responding to inquiries and resolving issues efficiently.
- **Understanding of eCommerce best practices**, with a willingness to learn and apply new trends and technologies.
- **Strong planning and organisational skills**, with the ability to prioritise tasks effectively and meet deadlines.
- **Basic problem-solving skills**, with a logical and calm approach to operational challenges.
- **GCSE grade C or equivalent in Mathematics and English** or a similar qualification.

## **Personal Attributes**

- **Comfortable working in a small team**, with a positive, “can-do” attitude.
- **Highly organised**, with the ability to prioritise tasks and maintain efficiency under pressure.
- **Adaptable to changing circumstances**, able to handle a fast-paced, evolving environment.
- **Proactive and willing to take initiative**, suggesting improvements to processes and operations.
- **An understanding of and commitment to supporting blind and partially sighted people**, aligning with the charity’s mission.

## **Desirable**

- **Experience working in charity retail** or a similar sector.
- **Basic knowledge of Gift Aid** and its application within charity retail operations.
- **Understanding of marketing principles** as they relate to online sales and branding.
- **Experience with planning and organising** events or promotional activities for online sales.

## **Flexibility**

- The role description is a general outline of duties and responsibilities and may be amended as the 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 eCommerce Assistant to [recruitment@fightforsight.org.uk](mailto:recruitment@fightforsight.org.uk) by the closing date of **Wednesday, 1 January 2025**

### The interview process is planned as follows:

- 1st Interview: **Tuesday, 7 January 2025** (via Teams)
- 2nd Interview: **Monday, 13 January 2025** (candidate will need to complete a task)

We value the authenticity and individuality of our applicants and believe that your CV and cover letter should reflect your unique skills, experiences, and personality. Therefore, please refrain from using AI tools, including ChatGPT, to produce your application materials. Applications drafted with the assistance of AI will be automatically rejected.

### Other benefits

---

We value our staff and volunteers and want to make sure that they are supported in their work. We also offer:

- A great team and a supportive culture
- Additional Christmas leave
- Flexible / hybrid work options
- Employer pension contributions matching up to 10%
- Generous parental leave
- Study leave and financial support for training & development
- Death-in-service cover, a cycle to work scheme, an electric car leasing scheme, eye test vouchers, a staff loan scheme, and access to an Employee Assistance Program
- An active Social Committee and staff events

## Accessibility

---

We believe in fostering an inclusive environment where all individuals, regardless of their abilities or circumstances, feel supported and valued. If you have any accessibility requirements or specific needs that you would like us to accommodate during the application process, please let us know. If you are unfamiliar with MS Teams and would like to familiarise yourself with the platform before the interview, we are more than happy to arrange a tech run-through to ensure your comfort and confidence.

## Our commitment to Equality, Diversity & Inclusion

---

Don't meet every single requirement? We encourage you to apply anyway. At Fight for Sight and Vision Foundation we are deeply committed to build a diverse and inclusive workforce in all our aspects of our charity. We value the unique perspectives, experiences, and contributions that individuals from diverse backgrounds brings to our team.

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: