

Job Title: Multi-Channel Sales Executive

Organisation: 2nd Chance

Website: www.2econdchance.co.uk

Location: Hendon, NW4

Reporting To: Head of Community Partnerships

Contract: Part-Time (3 Days per Week) – 12 Month Initial Term

Salary: Circa £20,000 (Pro Rata of £33,000 FTE)

About the Role

We're looking for a hands-on, commercially minded doer to take ownership of our online sales and help grow income for 2econd Chance.

You'll be expected to run our eBay shop, improve performance, support other fundraising events, and help drive general fundraising activities. If you like variety and want to make a real impact, this role offers genuine scope to grow.

Key Responsibilities

1. eCommerce & Online Sales

- Own and manage the day-to-day running of our eBay shop, including listings, sales, returns, customer messaging, and performance tracking
 - Create, optimise, and maintain high-quality listings across eBay and other online sales channels
 - Produce clear, accurate product descriptions and strong visual content
 - Maintain an organised library of listing content and assets
 - Work with the team internally to ensure accurate pricing based on product specifications
 - Continuously improve listings, pricing, and conversion rates to drive revenue growth
 - Monitor performance, identify trends, introduce new online sales platforms to implement improvements to support growth
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2. Events, Pop-Ups & Fundraising Support

- Support planning and delivery of pop-up shops and fundraising events
- Assist with setup, merchandising, and customer engagement
- Help maximise sales and donations during events
- Contribute to fundraising campaigns and applications

3. Revenue Growth & Partnerships (Reframed)

- Promote and generate sales for framing services through **Reframed**
- Identify cross-selling opportunities with customers and donors
- Support growth of income across both the charity and its commercial activities

4. Customer Experience & Operations

- Provide timely, professional responses to customer enquiries
- Resolve issues relating to orders, returns, and products
- Maintain strong customer satisfaction and feedback ratings
- Ensure compliance with marketplace policies and charity standards

5. Performance & Continuous Improvement

- Track sales and fundraising performance against targets
- Identify opportunities to improve efficiency, revenue, and processes
- Proactively suggest and implement new ideas to grow income
- Take ownership of improving overall shop and sales performance

What We're Looking For

Essential Skills & Experience

- Commercially aware with proven experience managing eBay or similar eCommerce platforms
- Ability to independently run and improve online sales channels
- Strong understanding of listings, pricing, and conversion optimisation
- Excellent written communication skills (for listings and customer interaction)
- Self motivated and organised
- Positive team player, adaptable and hands on approach
- Motivated by social impact, sustainability, and community work
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Desirable

- Experience in a charity, fundraising, or social enterprise environment
- Knowledge of refurbished technology or resale markets