

DEMELZA HOSPICE CARE FOR CHILDREN

JOB DESCRIPTION

JOB TITLE – E-Commerce Sales Manager

REPORTS TO – Area Retail Manager

RESPONSIBLE FOR – E-Commerce Volunteers

PURPOSE OF ROLE

To effectively manage the receipt, cataloguing, storage and distribution of stock to sell online via digital media. To utilise e-commerce websites sites to sell donated goods on behalf of Demelza.

KEY RESPONSIBILITIES

- To list and sell donated stock and new goods online daily
- To source stock via our Distribution Centre and retail outlets
- To procure stock via outreach and corporate supporters - this may include events and fundraising activities
- Maximise sale opportunities
- Working with the e-commerce and bought-in goods (BIG) team to update and refresh our online offering, presence, image and presentation
- To line manage and provide support and leadership to team, including all aspects of performance training and coaching required
- To report on income success and opportunities
- To compare and report on competitor activity
- Engage with social media and outreach
- To utilise the Demelza website for sales, process and marketing activity
- To achieve daily KPI and deadlines for listing
- To achieve weekly, monthly and annual income budgets.
- To oversee the e-commerce operation
- To undertake planned and unplanned spot checks and audits
- To update and maintain all product information on an electronic point of sale (EPOS) tillage system
- Pick, pack, post and distribute stock
- To bank monies
- Monitor stock levels and advise on shortages and dormant stock
- Prepare and present data on stock levels, sales, damages and operational issues
- To attend management meetings and training relevant to the role

PERSON SPECIFICATION

Essential

- Interest in e-commerce
- Previous use of eBay and/or other online selling platforms
- Retail management experience
- Charity and/or fundraising experience
- Qualified or working experience of online sales

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- Good communication skills, both verbal and written
- Good customer service skills, both internal and external
- Experience of stock distribution including the use of postal carriers
- Confident use of the internet and Microsoft Outlook, Excel and Word
- Well organised, accurate and methodical
- Ability to adapt, be flexible and prioritise a changing workload
- Ability to work on own initiative and resolve problems
- Team player

Desirable

- Experience of using an EPOS system
- Experience of the voluntary sector
- Valid UK driving licence

The tasks listed in this job description are not designed to be exhaustive and may vary from time to time according to the needs of the organisation. This document will be reviewed in consultation with the post holder as the role and services provided by the organisation develop.

Demelza is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

Employees are required to attend mandatory training as required by their role. Employees are expected to make reasonable efforts attend and engage in development training as part of their role within Demelza. Training may be delivered through a variety of on site and off site methods.

All employees are required to participate in staff performance reviews and supervision and to make all reasonable efforts to attend training and staff development as identified and agreed.

Employees must take the initiative to actively seek out training updates required for their role and for mandatory training, within training expiry time frames. Employees can find their current training records on the HR Database.

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