

## Job Description



**Role Title:** E-Commerce Coordinator

**Reports to:** E-Commerce Manager /Head of Retail

**Responsibility for:** Allocated Paul Sartori Foundation E-Commerce Outlet / E-Commerce Volunteers in assistance with E-Commerce Manager

**Location:** E-Commerce Sartori Furnishings, 44 Bridge Street, Haverforwest, SA61 2AD

**Hours:** 22 ½ hours per week, Monday to Sunday with occasional evening. Flexibility around hours of work considered

**Holiday Entitlement:** 25 days plus bank holidays pro rata

**Role Duration:** Permanent subject to satisfactory completion of 6 months probationary period

**Salary:** £10,740 per annum

### KEY AIMS:

To support the E-Commerce Manager in operating a professional online and social media business reflecting the Paul Sartori Foundation Hospice at Home Core Values.

To maximise sales across the allocated e-commerce outlet to financially contribute to the Paul Sartori Foundation's Hospice at Home Services.

Operate and grow the online business by assisting the E-Commerce Manager in supporting, motivating and developing volunteer team members.

Proactively work towards both financial and non-financial measurable objectives to meet the strategic aims of the business.

### MAIN DUTIES:

#### Income and Expenditure

- Assist in maximising profitability by meeting agreed financial budgets
- Maintain expenditure within acceptable financial constraints
- Promote and help train online processes and procedures in allocated outlet
- Assist in implementing stock control management system

## **People Management**

- Assist in maintaining an effective team of volunteers to support the day to day operations working with the E-Commerce Manager
- Promote community relationships within all shops in-line with the Paul Sartori Foundation's core values
- Maintain good working relationships with volunteers and colleagues at all levels
- Liaise with key internal and external stakeholders including Trustees, staff, volunteers, outside contractors, governing bodies, such as Trading Standards, Fire Officers, Environmental Health to benefit the allocated store
- Give frequent feedback to E-Commerce Manager to help with self and store development

## **Operations**

- Market and list on on-line selling sites, using established selling procedures and techniques
- Market on social media sites to promote product and support retail in achieving income targets
- Maintain a high level of customer service, ensuring customer enquiries are dealt with appropriately
- Ensure listing of items on appropriate online sales sites including researching items to identify price ranges and accurate descriptions that meet legal parameters
- Monitor items for sale on a daily basis, to determine type of products ordered
- Monitor social media sites frequently to maintain product integrity
- Deal with all aspects of postage and packaging, from listing the correct price online to preparing item for postage and ensuring required stationery is in stock at all times
- Research courier/postage costs to ensure best possible price
- Liaise with E-Commerce Manager regarding customer complaints, service and product quality, aiming to resolve any issues
- Liaise with E-Commerce Manager/Store Managers in identifying appropriate stock
- Support E-Commerce Manager in achieving financial monthly budget, through consistent listing of product
- Deputise in the absence of E-Commerce Manager during period of leave/sickness
- Attend meetings/training courses relevant to your role within the charity

## **Strategy**

- Support the development of the overall business strategy as required
- Communicate the retail strategy implementation from Trustees and Senior Managers to all retail stakeholders
- Maintain knowledge of the market place, competitors and trends to influence the retail strategy
- Raise awareness of the online business and the Charity throughout the community
- Support other areas of the charity to help promote and generate income for the retail group

## **Policy**

- Assist in implementing Health and Safety across allocated store. Ensuring Health and Safety recommendations are managed effectively and within a timely manner
- Ensure Foundations GDPR policy is maintained
- Demonstrate a commitment to equal opportunities and diversity
- Implement policies and procedures to maintain security and consistency throughout the Charity and retail business
- Promote core retail values Caring, Honesty, Respect and Responsibility
- Ensure security of information through adherence to PSF Policies with reference to online sales

## **Reporting**

- Analyse statistical and financial information on a weekly and monthly basis with the E-Commerce Manager to understand and drive objectives through the e-commerce outlet
- Liaise with E-Commerce Manager to give feedback to all Stores on sold items
- Keep appropriate financial records with all online platforms, including Paypal, Amazon and ebay ensure

**Personal Development**

- Regularly review allocated e-commerce financial and non-financial objectives and progress with the E-Commerce Manager and volunteers
- Attend annual and 6 month reviews with your line manager to discuss performance and personal development

**Other**

- The job description gives a general outline of the duties of the post and is not intended to be an inflexible or finite list of tasks. It may be varied, from time to time, after consultation

**PERSON SPECIFICATION**

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Knowledge	Health & Safety experience Understanding of online sales sites, especially e-bay	Charity industry Sales and expenditure performance Basic financial acumen Retail industry
Skills	Self-motivation Communication Interpersonal Initiative Integrity Time management / proritising Organised Respect of confidentiality Accuracy and attention to detail Highly computer literate	Welsh speaking IT and systems, including all Microsoft programmes, Paypal, etc Excellent selling skills Photographic skills Research skills
Experience	People & volunteer experience Working knowledge of online sales sites both as a buyer and seller Experience of working in a customer facing environment	Experience in an E-commerce role
Qualifications	Full Driving Licence	Business or equivalent qualification Health & Safety ECDL or equivalent

*This role profile is not exhaustive; it will be subject to periodic review and may be amended to meet the changing needs of the business.*