



Job Description

Post Title:	Retail Online Trading Assistant
Accountable to:	Retail Online Trading Co-ordinator
Contract:	Permanent, Part Time, flexible
Terms:	Based at Warehouse facility in West Midlands. 21 hours per week
Salary:	£7.83 per hour.

Main purpose of Job

To assist in the execution of the Life online trading strategy to meet ambitious income and profit targets and optimise supporter experience.

Assist in all aspects of the commercial product lifecycle, driving improvements through analysis, planning and execution.

Key Responsibilities:

1. To achieve e-commerce income targets by assisting the Online Trading co-ordinator in the day to day running, optimisation and advancement of the ecommerce website and operations; including merchandising, product selection, site content, supply chain, warehousing, fulfilment, customer service.
2. Assist in the management of the Life EBay and Amazon accounts to ensure the site is fully functional, updated and delivers optimised and engaging supporter journeys that ultimately drives conversion and income.
3. Be an advocate for online and champion ecommerce within the department, ensuring Shop Managers are trained to identify saleable items for EBay.
4. Analyse performance and take appropriate action to ensure the delivery of income targets, ensuring business decisions are made with the relevant information.
5. Work with third party technical support to drive new technical initiatives and enhancements.

Safeguarding Children & Vulnerable Adults

Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and wellbeing of children and vulnerable adults. Familiarisation with, and adherence to, the appropriate organisational Safeguarding

Policies and any associated guidance is an essential requirement of all employees as is participation in related mandatory/statutory training. All employees must ensure that they understand and act in accordance with this clause. If you do not understand exactly how this clause relates to you personally then you must ensure that you seek clarification from your immediate manager as a matter of urgency. Equally, all managers have a responsibility to ensure that their team members understand their individual responsibilities with regard to Safeguarding Children and Vulnerable Adults

Personal Responsibilities

The post holder must assume responsibility for their own professional and personal development (supported by Life where appropriate) to ensure their continuing competence to deliver Life's requirements

Corporate Behaviours:

All staff will be expected to:

- Work within the Charity's aims and objectives, upholding its vision and mission
- Demonstrate respect for others and value diversity
- Act responsibly in regards to the health and safety of themselves and others
- Focus on the service user and customer, both internally and externally at all times
- Make an active contribution to developing the service
- Learn from, and share experience and knowledge
- Keep others informed of issues of importance and relevance
- Consciously review mistakes and successes to improve performance

Retail Online Trading Assistant	Person Specification	
Personal skill characteristics	Essential (Tick)	Desirable (Tick)
Administration		
Strong communication both written and oral	✓	
Experience/Knowledge/Qualifications		
Substantial experience of achieving financial income targets	✓	
Relevant experience of ecommerce platforms, content management systems and proposition development	✓	
Experience of delivering budgets, targets and KPIs	✓	
Proven ability to manage time and resource effectively to prioritise multiple projects and hit deadlines		✓
Knowledge and understanding of website metric tools e.g. google analytics	✓	
Personal Qualities		
Committed to the aims and ambitions of the charity	✓	
Approachable and helpful personality.	✓	
Ability to excel in pressure and work to tight deadlines	✓	
Ability to analyse documentation and produce clear and concise reports	✓	
Commitment to quality, customer service, best practice and best value in all aspects of the Charity's operation.	✓	