



Job Description

Title:	Online Trading Assistant
Accountable to:	Ecommerce Trading Manager
Responsible for:	Volunteers
Location:	Walsall
Contract Type:	Permanent
Working Hours:	Various
Benefits:	25 days holiday plus bank holidays (pro rata), Pension Scheme, Flexible working arrangements, Birthday leave after 2 years' service, Paid mileage for travel to locations other than base location.

Main purposes of the 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

To assist in the growth of future ecommerce opportunities

To assist in recruitment of volunteers for Ecommerce operations through social media, communications and marketing

Key achievement areas:

- To achieve e-commerce income targets by assisting the Ecommerce Trading Manager 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.
- 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.
- Be an advocate for online and champion ecommerce within the department, ensuring Shop Managers and Assistant Shop Managers are trained to identify saleable items for eBay
- Analyse performance and take appropriate action to ensure the delivery of income targets, ensuring business decisions are made with the relevant information
- Work with third party technical support to drive new technical initiatives and enhancements.
- To deputise for the Ecommerce Trading Manager as and when required.
- To recruit and train volunteers to assist with all aspects of online trading.

- To liaise with all retail stores to give support gaining eBay and Amazon stock

Delivery and service:

- 1) To ensure a high standard of customer service at all times for online trading services
- 2) To maintain top seller ratings on all online platforms e.g. eBay
- 3) Ensure that all sold goods are packaged and posted within set target time
- 4) Ensure that all sold goods are packaged efficiently to enable minimum loss and breakages
- 5) Ensure all orders are confirmed and customers communicated with effectively
- 6) Select, research, photograph, and value all goods to generate highest possible income
- 7) Describe and display products in an accurate and professional manner and in accordance with the brand guidelines

Service improvement:

- 1) Track listing impressions and click through rates to identify and suggest positive practices/ areas for improvement
- 2) Assist in the Contribution to forward planning and online sales development
- 3) Assist in the monitoring to market conditions tailoring stock mix to opportunities and competitor activity
- 4) Support the Ecommerce Trading Manager in business opportunities to increase income e.g. Depop, Shpock, Vinted.

Communication & Team Management:

- 1) Contribute to the development of online procedures and systems to give clear operating guidelines to staff
- 2) Build ongoing relationship with other Retail Managers to co-ordinate the requirement for stock supplies
- 3) Lead, develop and manage a team including volunteers, carry out regular one to ones and annual appraisals
- 4) Participate in staff and volunteer recruitment, induction, and personal training programmes
- 5) Attend regular Managers Meetings with the Ecommerce Trading Manager

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.
- A key component of development is being fully aware of regulatory and legal requirements impacting on operational services and ensuring that all staff within those services are aware of and deliver their individual responsibilities

Safeguarding Children & Adults at Risk of Harm:

- 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 adults at harm of risk.

- 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 seek clarification from your immediate line manager as a matter of urgency.
- Equally, all managers have a responsibility to ensure that their team members understand their individual responsibilities with regards to Safeguarding Children and Adults at Harm of Risk.

Corporate behaviours:

All staff are expected to:

- Work towards the charity's aims and objectives, and uphold its vision and mission
- Operate in line with our core workplace values which are:
 - Humanity – All people are special and equal
 - Solidarity – We're with you and for you
 - Community – We're better together
 - Charity – Doing good for one another
 - Common Good – Building a better world
- Demonstrate respect for others and value diversity
- Act responsibly regarding the health and safety of themselves and others
- Focus on the client and customer, both internally and externally, at all times
- Make an active contribution to develop 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
- Act as an ambassador for the charity and always maintain professional standards
- Use discretion and sensitivity and be aware of issues requiring total customer confidentiality
- Demonstrate a flexible approach to their work
- Abide by and take responsibility for the obtaining, storage, processing and sharing of any personal data within the meaning of the General Data Protection Regulations 2018 and as defined in the relevant Life policies for all aspects of service delivery and working practice, paying particular attention to the protection of personal information in any form and by whatever means it is accessed by you.

In addition, all managers and supervisors will be expected to:

- Value and recognise ideas and the contribution of all team members
- Coach individuals to perform to the best of their ability
- Delegate work to develop individuals in their roles and realise their potential

- Provide support, feedback and guidance to all team members and encourage their team to achieve work/personal life balance

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post holder will perform. The job description will be reviewed regularly and may be changed in consultation with the post holder.

Post title: Online Trading Assistant

Personal skill characteristics	Essential (Tick)	Desirable (Tick)
Values & Behaviours		
Ability to demonstrate, understand and apply our workplace values. These are embedded in all roles and employees must evidence their attitudes/behaviours	✓	
Committed to the vision, mission and values of the charity	✓	
Leadership		
To lead by example at all times	✓	
To deputise in the absence of Ecommerce trading manager	✓	
Business Management / Service Delivery		
To be customer focused	✓	
To ensure all listings are completed on time	✓	
Strategic Ability / Innovation		
Self-motivated with a high level of initiative	✓	
Experience / Knowledge / Qualifications		
Proven experience of working within a charity in a similar role		✓
Relevant experience of ecommerce trading and its platforms	✓	
Experience in understanding financial income targets and achieving	✓	
Experience of delivering Budgets, targets and KPIS	✓	
Ability to analyse documentation and produce clear and concise reports	✓	
Knowledge and understanding of website metric tools	✓	
Ability to work with tight deadlines	✓	
Communication		
Strong verbal and written communication skills	✓	
Communicates effectively and openly at all levels	✓	
Experience of communicating effectively with a wide range of people to identify their needs, preferences and demands	✓	
Ability to promote the charity to a wide range of individuals and external contacts	✓	
Personal		

Commitment to quality, customer service, best practice and best value in all aspects of the charity's operation	✓	
Ability to work with people at all levels	✓	
Positive outlook and approachable personality	✓	
Ability to work on own initiative	✓	
Handles pressure of meeting deadlines and supports others where possible	✓	
Ability to prioritise workload and plan time	✓	
Commitment to own personal and professional development	✓	
Ability to motivate others and work as part of a team	✓	

Internal Use Only

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