

JOB DESCRIPTION

Job Title: Online Trading Assistant

Department: Income Generation

Reporting to: Online Trading and Buying Manager

Location: Warehouse with some potential travel to our shops

PURPOSE OF ROLE:

To support in the develop and day to day running of Tenovus Cancer Care eBay and donated goods network, managing day to day operations of our donated online shop via a team of dedicated volunteers within our warehouse.

MAIN DUTIES AND RESPONSIBILITIES

Donated income:

- Support the sale of donated goods using appropriate platforms such as eBay to ensure income and profit delivery
- Create engaging visual and written content for all online platforms ensuring that listings are of a consistently high standard, including accurate item descriptions and photography
- Recruit, induct, manage, train, and develop volunteers to create content including writing adverts, taking photos, placing listings and then posting out to customers
- Support the Online Trading Manager, Retail Area Manager/s and Shop Manager/s with training on eBay and other online trading platforms, sharing best practice to drive income and productivity
- Support in the generation and management of stock for the donated online trading platforms and maximise income and profit, including stock rotation, quality control and where appropriate seasonality of the right stock
- Monitor the listing of donated items via the Tenovus Cancer Care eBay shop, ensuring income budget is achieved
- Ensure a high level of positive feedback/star rating through maximising eBay seller performance ratings
- Ensure that internal and external customers always receive excellent customer service at all times and this ethos is trained into all supporting teams

Other:

- Monitor weekly and monthly sales and data capture such as eBay sharing details as required
- Manage postal and packaging costs to ensure the maximum level of profitability from each sale
- Support the team in working closely with Marketing and Communications to make sure that the Tenovus Cancer Care eBay shops and other online trading platforms meet charity brand guidelines and are actively promoted.

Prepared by: Darren Irwin

Date Prepared: July. 2022

FLEXIBILITY STATEMENT

In addition to the duties and responsibilities outlines, you must be prepared to undertake such additional duties which may result from changing circumstances, but which may not of necessity change the general character or level of responsibility to the post.

CONFIDENTIALITY

Ensure, in the course of employment, complete confidentiality is maintained in respect of the Charity, its dealings, transactions, affairs and all other information relating to clients, participants, associates, staff etc. and to ensure that all information relating to the above is processed in accordance with the Data Protection Act 2018.

COMPETENCE

You are responsible for limiting your actions to those which you feel competent to undertake. If you have any doubts about your competence during the course of your duties you should immediately speak to your line manager.

RISK MANAGEMENT

It is a standard element of the role and responsibility of all staff within the Charity fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

HEALTH AND SAFETY REQUIREMENTS

All employees of the Charity have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Charity to meet its own legal duties and to report any hazardous situations or defective equipment.

SMOKING

All employees, whilst in Tenovus Cancer Care's employment, are required to adhere to the Charity's no smoking policy. Any breach of this policy will be deemed as gross misconduct.

WORKING WITH VOLUNTEERS

All employees, whilst in Tenovus Cancer Care's employment, may be required to recruit and manage volunteers. This is an expectation for all roles at Tenovus and full support will be provided by Tenovus' Volunteering department.

EQUAL OPPORTUNITIES

The Charity is committed to providing equal opportunities in employment and to avoiding unlawful discrimination in employment and against customers. All employees are expected to promote equal opportunities for staff and clients in accordance with the Charity's Equal Opportunity Policy and Procedure.

VALUES

The charity works within a culture that reflects the following values – Respectful, Bold, Creative, Supportive and Inspiring. All employees are expected to demonstrate and reflect these values in their day to day activities.

PERSON SPECIFICATION

	Essential	Desirable
Experience & Knowledge		
Experience of working in a similar role and/or selling products online	●	
Proven experience in managing a timely 'goods out' process	●	
Experience of developing working relationships with internal departments	●	
Demonstrable experience of managing costs that are within your control	●	
Experience of dealing with customers and providing excellent customer service	●	
Wide experience of social media platforms and using online sales apps on mobile devices and computers	●	
Experience of working in a busy online trading department, listing a diverse product range		●
Experience of recruiting, managing, and developing volunteers		●
Understanding of safe working practices in a warehouse and shop environment		●
Experience of researching the saleability of a wide range of products		●
Experience of training / developing staff /volunteers		●
Experience of generating data and producing reports		●
Skills		
Strong organisational skills, with the ability to multi-task, prioritise and manage time effectively	●	
High level of accuracy and attention to detail	●	
IT skills such as MS Office: Teams, Word, Excel, Databases, Outlook and using online selling apps via computers and mobile devices	●	
Excellent verbal and written communication and interpersonal skills	●	
Logical thinking and ability to solve problems	●	
Ability to communicate in Welsh		●
Willingness to travel across England and Wales visiting shops and attending appropriate meetings		●

