**E commerce and Donation Assistant**

**Job Description**

**Job Purpose**

To support and contribute to the day to day operation of the ecommerce and donation warehouse, sorting donated items, testing items for sale, to list donated items online, monitor and prepare stock for delivery, for online customers and shops in the area, to ensure required targets are achieved, and customers and supporters, suppliers receive the highest standards of customer service.

**Key Tasks**

1. Working under the supervision of the management team to ensure that the business plan is followed including targets and key performance indicators, customer profile and engagement, volunteer support, North Yorkshire Hospice Care’s brand recognition and new ideas and promotions to increase on line sales.

2. To help ensure that the business provides exceptional standards of customer service and a positive experience, supporting all members of the team to meet the same standard. To strive to make each customer and donor interaction the best it can be to enhance customer relationships, increase customer loyalty and accelarate the hub growth.

3. Be involved in the day to day operation of the eccommerce & distribution warehouse, ensuring policies and procedures are adhered to, that the required standards for health and safety and trading standards are met and that excellent standards in housekeeping and merchandising are maintained.

4. To assist in the security, maintenance and cleaning of the eccommerce & distribution warehouse premises, reporting any faults and damage promptly for action.

5. To support the whole eccommerce & distribution warehouse team in maximising the use of the EPOS system and promotion of Gift aid.

6. To prepare donated goods for on line selling platforms, monitor and then prepare for delivery. To ensure that items are marketed to attract the highest price.

7. To work collaboratively with the retail team to , share best practice and ensure donations are maximised through store transfers rather than through recycling.

8. To ensure the safe disposal of all waste goods and refuse, maximising any income which can be generated from recycling.

9. To support any ecommerce opportunities, to actively source any items of value that would reach a larger audience through an online platform and either sell using an appropriate site or send the items to the appropriate store for listing and selling

11. Attend and participate in meetings, training and other fundraising events as part of the fundraising team.

12. To ensure that any safeguarding concerns are identified and reported in line with NYHC policy and procedure.

13. To embed the values of the organisation into your working practices evidencing this regularly and ensuring this remains a priority.

To carry out all duties in accordance with the law, the Hospice philosophy, and the Hospice policy on equality of opportunity, inclusion, and diversity.

The above is indicative of the current responsibilities of the post which may change from time to time in consultation with the post holder in line with the service need.

**Terms and Conditions**

Responsible to: E commerce Manager

Salary: TBC

Hours: 30 hours per week 4/7 days.

Location: Manse Lane Knaresborough

**Person Specification**

**Education and Qualifications**

* Good general education

**Experience**

* Experience of charity, commercial or independent fashion retail.
* Experience of online selling.
* Experience of working to and achieving targets.
* Experience of working with an EPOS system.

**Skills and Knowledge**

* Excellent communicator
* Excellent skills in customer service
* Excellent sales skills and ability to identify new opportunities for increasing sales or reducing costs including stock management and recycling and waste efficiency
* Good logistical skills
* Good organisational skills
* Good numeracy skills
* Knowledge of fashion, collectables, and vintage items and on line
* Knowledge of health and safety and trading standards in a retail environment
* Good understanding of gift aid
* An understanding of working with volunteers
* Ability to work autonomously and within a team
* Working knowledge of Microsoft Office and Teams and/or Zoom and online selling platforms
* Understanding of data protection and GDPR
* Good understanding of safeguarding

**Attributes**

* Passion for sustainable retail and maintains a good knowledge and understanding of marketplace, competitors, and trends.
* Driven by values and integrity, takes responsibility and accountability, builds confidence, and leads by example.
* Thrives in a fast paced, challenging, and unpredictable environment.
* Works calmly under pressure to execute a wide variety of tasks.
* Collaborative and seeks out and supports opportunities to support whole business.
* Able to deal sensitively and professionally with enquiries and contacts from the public .
* Flexible working practice with ability to work occasionally unsocial hours.
* Demonstrate a commitment to NYHC’s aims and objectives through its core values and behaviours.
* Promote and sustain a responsible attitude towards diversity and inclusion within NYHC.
* Demonstrate a commitment to on-going learning and development and to participate in any training relevant in the role.
* Ability to manage physical aspects associated with the role.