



PILGRIMS HOSPICES IN EAST KENT

JOB DESCRIPTION

Job Title:	eCommerce lister/researcher/packer
Department:	Retail
Responsible to:	eCommerce manager
Accountable to:	Area manager
Location:	Chartham Ebay office

General

Employing over 400 staff and supported by 1500 volunteers, Pilgrims Hospices in East Kent is one of the largest hospices in the UK with units in Canterbury, Margate and Ashford. Each unit provides in-patient facilities, day hospice care and a team of Community Nurses to provide advice and support to patients in their own homes. All our services benefit from a well-resourced multidisciplinary team including full-time counselors and chaplains at each site, with support from a range of other dedicated therapy staff.

In addition, the hospice has a central services team comprising Human Resources, Education, Accounts, IT Retail, Fundraising and Lottery

Retail

A key income generator for Pilgrims Hospices are our 31 shops and eCommerce operation, which are supported by our distribution centers and logistics personnel..

We are proud that our shops are supported by volunteers and together they have a cumulative turnover of circa £4.7m.

Purpose

The post holder will support the eCommerce team in the effective day to day operation of Pilgrims Hospices online activities. Details for duties and responsibilities are as follows:

1. Job Dimensions

To support the eCommerce team with:

- Meeting agreed financial targets.
- Ensuring listing capabilities of the operation are maximized
- Ensuring all listings are done in a manner that best attracts views/bids
- Researching items to be listed on a variety of sites
- Maintaining effective control of items that have attracted bids
- Controlling stock that has been sent to Ebay from the rest of the retail estate.
- Listing items for sale on a variety of sites.
- Carrying out Ebay and relevant sales administration.
- Ensuring adequate security.
- Ensuring purchased items are packaged appropriately and sent out in a timely manner
- Following health and safety policy & procedures and giving training when needed..
- Being aware of our Gift Aid operation and ensuring Gift Aided items are recorded accurately..

2. Principal accountabilities and responsibilities – to support the Retail Manager, and act as their deputy in their absence:

General

- Provide a courteous and helpful service to the public.
- Receive, sort, prepare, photograph, price and list stock for sale.
- Ensure the pricing policy for EBay is adhered to in accordance with the policies set out by the Retail Management.
- Ensure good housekeeping is adhered to, at all times, in accordance with our Health & Safety training and policy.
- Deal with customers' complaints and queries, with empathy, gathering factual information and refer them to the Retail Management team where necessary.
- Implement and maintain our "Gift Aid" Scheme in accordance with the policies and processes set out by Head Office.
- Work to our Retail policies and procedures.

Working with Volunteers

- Ensure all volunteers are dealt with in a respectful manner, in accordance with our Pilgrims Hospices behaviours

Policies and procedures

- To be aware of and comply with all Pilgrims Hospices Health & Safety policies relating to the welfare and safety of volunteers and the operation of the shop and all items sold.
- Ensure that all volunteers respect the unique contribution of every individual and work positively in an equal opportunity and diverse environment.
- To be aware of and comply with Trading Standards Legislation.

Other duties

- As directed by Line Manager.

3. Measures of Success

- Achieving Agreed measurable targets.
- Excellent customer service.
- Regular ongoing performance review and appraisal.

4. Communications & Relationships

Internal

Head of Retail
Retail Area Managers
Shops
Tivoli Administration Team
Volunteers
Drivers
Fundraising Managers
Volunteer Fundraising Groups
Human Resources
Finance
I.T

External

Customers
Donors
General Public
Trades & Services

5. General Statements

Corporate Governance

The post holder must, at all times, act honestly and openly and comply with relevant corporate governance requirements, employment legislation and standards of business conduct.

Health and Safety

Under the Health & Safety at Work Act (1974), it is the responsibility of the post holder at every level to take care of his/her own health and safety and that of others who may be affected by his/her acts at work.

Code of Conduct

The post-holder is required to observe the following principles:

- Make the care and safety of patients his/her first concern and act to protect them from risk
- Respect the public, patients, relative, carers, staff and partners
- Be honest and act with integrity
- Accept responsibility for his/her own work and the performance of the people the post holder manages
- Show commitment to working as a team member by working effectively with team members and the wider community
- Take responsibility for own learning and development
- In all actions undertaken have regard for the hospice reputation

Flexibility

The post-holder is expected to work flexibly to be able to meet the challenges and opportunities of working within Pilgrims Hospices in East Kent.

Other

Post holders are expected to be familiar with and comply with the policies and procedures published by Pilgrims Hospices in East Kent. This job description is a reflection of the current position and the post holder is expected to view it as a guide rather than an exact description of all duties and responsibilities. It may be subject to variation from time to time.

The Job Description is not exhaustive. The Post holder will be required to undertake any other duties that may be required by the Line Manager, commensurate with the level of the post.

JOB DESCRIPTION AGREEMENT –

I have read this job description and understand their contents in relationship to my day-to-day duties.

Jobholder's name (Please print).....

Jobholder's signature:..... Date.....

Person Specification
eCommerce Lister/Researcher/Packer

Essential	Desirable
Retail sales experience	
Worked in a target driven environment	
Entrepreneurial and commercially minded	
Numerate	
	Worked with or Managed volunteers
IT literate and experienced in use of on-line marketplaces	
Educated to a good standard	
Creative flair with an eye for detail and able to present stock to a high standard	
Willingness to learn and seek advice	
Excellent communication and interpersonal skills, personable and able to relate to volunteers	
Health and Safety aware and use to ensuring a safe working environment	
A flexible and positive attitude	
Ability to work independently with minimal supervision	
Excellent people skills	
Able to work Monday to Sunday in a regular shift pattern	
Able to work flexibly and additional hours from time to time	