

PILGRIMS HOSPICES – JOB DESCRIPTION

ECOMMERCE LISTER/RESEARCHER/PACKER

POSITION IN ORGANISATION

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

DUTIES AND KEY RESPONSIBILITIES

1. Job Dimensions

To support the eCommerce team with:

- Meeting agreed financial targets.
- Ensuring listing capabilities of the operation are maximised
- 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 and 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

GENERAL RESPONSIBILITIES

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. Post holders are expected to be familiar with and comply with all polices and procedures published by Pilgrims Hospices in East Kent.

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.

Data Protection –

Ensure that all data is processed in a fair and lawful way for the specific identified purpose, in line with the General Data Protection Regulations (GDPR), national data protection legislation and Pilgrims Hospices' Data Protection Policy. Data must not be disclosed in any manner which is incompatible with the purpose and to any unauthorised persons or organisations.

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 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 hospices 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.

This Job Description is not exhaustive. 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 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.

Issued: APR 2024

PILGRIMS HOSPICES – PERSON SPECIFICATION

Ecommerce Lister/Researcher/Packer

This person specification sets out the essential, minimum qualities we are seeking for this post. Please ensure that your application demonstrates how you meet the criteria. You may include voluntary, unpaid and paid work.

	CRITERIA	E - Essential or D - Desirable
EXPERIENCE	<ul style="list-style-type: none"> • Retail sales experience • Previous experience working in target driven environment • Previous experience managing a volunteer staff group. 	E E D
SKILLS/ ABILITIES	<ul style="list-style-type: none"> • Commercially minded • Numerate • Flexible and can-do attitude • 	E E E
KNOWLEDGE	<ul style="list-style-type: none"> • IT literate and experience of online marketplaces 	E
QUALIFICATION/ TRAINING	<ul style="list-style-type: none"> • Educated to a good standard 	E
OTHER REQUIREMENTS	<ul style="list-style-type: none"> • Excellent people skills • Creative flair with an eye for detail 	E

Date Written: **APRIL 2024**