

Vacancy – Retail E-commerce Officer

Are you

- an Ebay Expert?
- a Gumtree Guru?
- a Facebook Marketplace Master?

Then you may be interested in an exciting role we have within our retail division.

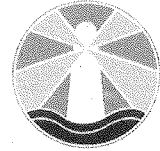
We are looking to recruit to a Retail E-commerce Office who will work with our Head of Retail to develop, implement and maintain online selling platforms that will enable us to raise maximum income from the wide range of items that are generously donated each and every day to our network of shops.

We need someone who has extensive, demonstrable knowledge in working across a range of online selling platforms and can work creatively to ensure that listed items are presented well on the appropriate platform in order to maximise sales and income.

This is a new post within our retail offering and we envisage that the right candidate will develop the role in such a way as to raise considerable income to support the services offered to patients and families at St Benedict's Hospice & Centre for Specialist Palliative Care.

A Job Description and Person Specification can be downloaded from our website at www.stbenedicts.co.uk/News-and-Events. Using the Job Description and Person Specification as a guide, applicants should submit a CV and Supporting Statement that demonstrates evidence of their skills and suitability for the role. Applications should be emailed to catrinaflynn@outlook.com. Closing date for applications is 12 noon on Friday 16th August 2019.

Only shortlisted applicants will be contacted so if you haven't heard from us within 7 days of the closing date we thank you for your interest.



St. Benedict's Hospice
& Centre for Specialist
Palliative Care

Job title: Retail E-Commerce Officer

Reports to: Head of Retail

Hours: 37.5 hours – Full-time

Salary: £17,452 to £19,500

Location: Sunderland (based at Pallion shop but with travel requirements across retail network in Sunderland area)

Job Purpose/Summary

To support the Head of Retail in developing, implementing and maintaining e-commerce at St Benedict's Hospice retail division.

The role will be based within our retail shop in Pallion, Sunderland. Some travel to other shops and the warehouse will be expected. The role will primarily deal with sourcing appropriate stock across our retail division, marketing and online sales across multiple online selling platforms.

DUTIES & RESPONSIBILITIES

Planning

- Working to financial targets, to help devise and implement the retail e-commerce plan for St Benedict's Hospice retail division.
- To help develop, implement and maintain a stock sourcing, storage, processing and dispatch system.
- To help devise the look, feel and content of our retail e-commerce marketplaces.
- To help establish and maintain a robust online customer service and feedback mechanism.

Logistics

- To liaise closely with St Benedict's shop and warehouse managers, to ensure high quality, saleable items are collated for online selling.
- To collate stock, photograph and prepare them for online sale.
- To research items online to ensure optimal pricing, listing and descriptions.
- To process online orders from enquiry to dispatch and delivery.
- To monitor our online sales and provide updates and analytics as required.
- To work with and supervise volunteers where appropriate, providing them with on the job training of tasks.

Content Marketing

- To produce persuasive content, to promote items for sale as effectively as possible.
- To manage the content management system of our retail e-commerce marketplaces.
- To schedule, undertake and promote flash sales as appropriate.

Customer Care

- To respond to all retail e-commerce enquiries received via any channel

Equal Opportunities

- We welcome all persons without regard to race, religion or belief, age, gender re-assignment, sex, sexual orientation, pregnancy or maternity, marriage or civil partnership, physical or mental disability
- We aim to provide services in a manner that enables all members of the community to access them
- Employees must behave in a non-judgemental manner that respects the differing needs and cultures of others

Person Specification

Job title: Retail E-Commerce Officer

Criteria	Essential	Desirable
Qualifications		A minimum of 2 or more A Levels or equivalent at Grade C or above
Skills/Abilities	<p>Strong IT and analytical skills</p> <p>Excellent written communication skills and strong verbal communication skills</p> <p>Strong organisational skills</p> <p>Sound business acumen</p> <p>The creativity to originate new ideas and the confidence to implement them</p> <p>Able to understand, assimilate and explain a range of complex issues in clear, concise language</p> <p>Able to promote good working</p>	<p>Experience working in Digital marketing</p> <p>Experience working in a retail environment.</p>
Personal qualities	<p>Self motivated; able to work with the minimum of supervision</p> <p>Able to work as a member of a team</p> <p>Able to develop good working relationships and communicate effectively</p> <p>Empathy with St Benedict's values and environment</p>	
Knowledge	Extensive knowledge of a range of E-commerce market places i.e. Ebay, Amazon, Gumtree etc	Strong knowledge of digital marketing techniques
Previous/ Minimum Experience		At least 1 years' experience of working in a similar role
Working arrangements	Some out of hours to monitor any online feedback.	
Other requirements	Full driving licence and use of car	