

**Queenscourt Hospice Retail Ltd**  
**Role Description**

|                        |                                |
|------------------------|--------------------------------|
| <b>Job Title:</b>      | Online Sales Assistant Manager |
| <b>Reports to:</b>     | Area Retail Manager            |
| <b>Accountable to:</b> | Corporate Services Director    |

**Role summary:**

The purpose of this role is to support the eBay & Chapel Street Shop Manager to run our online operation currently focussed on “eBay” and our online shop (via Queenscourt’s website) with a view to grow our annual online trading income.

The postholder will ideally have retail experience including experience of online selling and buying. This role will work under the supervision of the eBay & Chapel Street Shop Manager and in collaboration with the Chapel Street Assistant Manager.

**Main Duties and Responsibilities**

**eBay**

1. Create an environment with a high customer focus and provide an online presence that is welcoming and attractive to eBay followers.
2. Select suitable stock items for eBay which have been sent by donors or the Queenscourt Retail shops.
3. Raise awareness by working alongside the eBay & Chapel Street Manager and Head Office team to promote our eBay shop.
4. Collaborate with the eBay & Chapel Street Manager to drive the digital marketing aspect of eBay and our website shop by ensuring that they feature across the relevant social media and online platforms, including singling out particular items we are selling on either site.
5. Regularly review eBay stock and relist items as appropriate ensuring the maximum resale price for donated items.
6. In consultation with the eBay & Chapel Street Manager along with other Shop Managers and the Area Retail Manager, assist in determining “online sales” initiatives.
7. Assist the eBay & Shop Manager with the training of Volunteers to support within the eBay Office, based at the Chapel Street Shop in Southport Town Centre.
8. Support the eBay & Chapel Street Shop Manager by ensuring cost effective and appropriate packing, photography and postage.
9. Support the eBay & Chapel Street Shop Manager with general administration duties for the online retail platforms, including: tracking and processing customer orders; creating, managing and maintaining inventory listings; in-putting online data and producing relevant reports around online sales.
10. Proactively research what other online outlets are doing (both within and outside the charitable sector) to ensure that Queenscourt’s online sales are as effective as possible.

## **Shop**

11. Support the eBay & Chapel Street Shop Manager with the implementation of Gift Aid within the high street shop, and to research how items for eBay might be eligible for Gift Aid.
12. Alongside the volunteers, actively ensure the housekeeping and cleaning routine is followed.
13. Follow the cash handling procedure when processing any payment in the shop.
14. Follow the opening and closing security procedures to ensure the shop is left secure. This may include some key holding responsibilities.
15. In the absence of the Shop Manager, open and close the shop and ensure the volunteers are supported during their shifts e.g., volunteers understand the tasks they need to undertake whilst in the shop.
16. Work across other Queenscourt Charity Shops as and when necessary to cover annual leave and/or sickness absence.

## **Staffing**

17. Assist the Shop Manager by ensuring that recruitment paperwork is sent to the Volunteer Team as soon as the Volunteer is satisfactorily cleared to commence volunteering and starts their first shift.
18. Assist the Shop Manager in notifying the Volunteer Team when a Volunteer leaves or has been inactive for 3 months.
19. Assist the Shop Manager in providing Volunteers with appropriate induction training into the shop and the eBay team.

## **Policies and Procedures**

20. Understand and comply with the policies and practices of Queenscourt including Health and Safety
21. Comply with the Data Protection Act 1998 and adhere to Queenscourt Confidentiality policy at all times.
22. Participate in an annual development and review process
23. Attend statutory training in accordance with Queenscourt requirements.
24. Ensure that the No Smoking Policy is adhered to in the Charity Shop by yourself, volunteers, and customers.

## **Health and Safety**

25. The post holder must familiarise themselves with matters relating to health and safety as they affect them personally and/or Queenscourt, reporting any potential risks to life or property immediately in accordance with the Queenscourt's Health and Safety policy and procedures. Staff must use all equipment provided to undertake their role safely.
26. Support the Shop Manager in carrying out an Annual Risk Assessment
27. Ensure that accidents are documented and reported in accordance with laid down procedures.
28. Support the Shop Manager in ensuring that Volunteers are aware of their health and safety responsibilities including the fire procedure.

## **Note:**

**This document does not attempt to describe all the tasks to be performed, but indicates the degree of authority, responsibility and discretion required. It will be open to periodic review and as a result, alterations and additions may be made.**

## Person Specification – Online Sales Assistant Manager

| Attributes Required<br>(based on job requirements) | Essential   | Desirable   | How tested  |
|--|---|---|---|
| <b><u>Qualifications</u></b>                       | <ul style="list-style-type: none"> <li>Educated to a minimum of level 2, inclusive of literacy and numeracy or equivalent relevant experience</li> </ul>  | <ul style="list-style-type: none"> <li>Relevant retail or customer service qualification</li> <li>Relevant marketing qualification, including digital marketing</li> <li>IT qualification such as ECDL or CLAIT</li> </ul>  | Application Form<br>Certificates                    |
| <b><u>Experience</u></b>                           | <ul style="list-style-type: none"> <li>Previous retail experience</li> <li>Experience of using eBay and online sales</li> <li>Experience of using social media</li> <li>Previous experience of using Electronic Point of Sale (EPOS) systems</li> <li>Previous experience of handling cash, cheques and card payments</li> </ul>                | Previous experience in: <ul style="list-style-type: none"> <li>Fundraising or promotional work</li> <li>Working with and managing volunteers</li> <li>Working within a charitable organisation</li> <li>Experience of promoting a service via social media</li> <li>Experience if merchandising and window dressing</li> <li>Meeting and exceeding financial targets</li> <li>Experience of leading/motivating people</li> <li>Gift Aid</li> <li>Previous experience of stock rotation and display</li> </ul> | Application Form<br>Interview<br>References         |
| <b><u>Skills &amp; knowledge</u></b>               | <ul style="list-style-type: none"> <li>Good level of IT skills and ability to use online platforms, especially eBay</li> <li>Excellent interpersonal and customer service skills</li> <li>Excellent organisational and time management skills</li> <li>Good influencing and negotiating skills</li> <li>Good level of creative skill</li> </ul> | <ul style="list-style-type: none"> <li>A demonstrable understanding of hospice philosophy</li> <li>A knowledge and understanding of PR, Marketing and Branding</li> <li>Knowledge of Gift Aid</li> </ul>  | Application Form<br>Interview<br>References<br>Test |
| <b><u>Personal Qualities</u></b>                   | Highly motivated; calm attitude; can demonstrate initiative; team player who can demonstrate a positive and flexible approach along with an understanding of the charitable ethos and of working with volunteers. Willingness to be hands on, ability to mix with all sections of the community.  | Car driver / owner  | References<br>Interview                             |

**Disclosure and Barring Service (DBS)**

This post is not subject to a disclosure and barring check