

Job Description



Job Title: eCommerce Assistant

Department: Retail

Responsible to: eCommerce Manager

Primary Work Base: Rugby Church Street Shop

(NB as we are a multi- site organisation some flexibility relating to place of work will be required. We reserve the right to change the work base of our employees to meet our business needs.)

Role Purpose:

To assist the eCommerce Manager in maximising sales from donated goods through our online shops. Photographing items to show their condition, researching their value and writing accurate product descriptions to ensure maximum value is realised. Delivering excellent customer service by answering any buyer messages promptly in a courteous manner and helping to ensure goods are well packaged and dispatched within the promised timescales. Assist in the development and maintenance of the Retail website and other selling platforms.

Myton Core Values

Our Core Values underpin everything we do and all employees are expected to comply with our Values and reflect these in their day to day work.



Main Duties & Responsibilities

Income

- To maximise online and Retail website income to increase profit contribution from eCommerce

- To ensure selling costs are covered through listings and that the most cost-effective delivery service is used
- To maximise potential Gift Aid income ensuring that gift aided donations are listed as such and recorded correctly
- To share information with shop teams about the trends on eBay so that the stock sent is of a good standard, coaching Shop teams as necessary

eBay Shop Appearance/Stockroom

- To maintain a high standard of listings in our online shops including eBay, through clear photos and accurate descriptions
- To ensure a high standard of general tidiness, cleanliness and organisation throughout the ecommerce department
- To ensure that items listed are stored according to the stock location system to aid easy to retrieval

People

- To deliver courteous and efficient service to all customers and donors
- To ensure that the online shops represents the Myton brand in a professional manner at all times, in keeping with Myton's policies, procedures and values.

Administration & Security

- To undertake the relevant administrative processes and procedures efficiently and effectively, on paper and with the aid of IT equipment
- To ensure that new goods and Gift Aided sales are entered onto the EPOS system accurately
- To ensure all mobile devices are secured overnight
- To comply with the security and GDPR policies & procedures

Online selling

- To ensure that donated items are photographed and catalogued effectively to maximise revenue
- To prioritise workload to ensure donated goods are listed in a timely manner to maximise sales, ensuring that all listings are optimized for best results
- To provide feedback to shop teams for any items that are rejected and not listed
- To support online order fulfilment process

General

- To be aware of all procedures for Accident/Incident reporting, First Aid Box and Fire Extinguishers and emergency situations
- To comply with all regulations according to the Myton Hospices Health and Safety Policy
- To attend Myton Hospices meetings as required
- To attend all mandatory training and other training necessary for the role
- To ensure all e-Learning is kept up to date and attend any training identified
- Any other duties commensurate with the post.

GENERAL RESPONSIBILITIES & OBLIGATIONS OF ALL EMPLOYEES

Policies and Procedures

The post holder is required to have a good understanding of and to comply with all relevant Myton policies, procedures and guidelines. Any contravention of Myton policies or procedures may result in disciplinary action.

Volunteers

Myton recognises the valuable contribution that volunteers make and we expect all employees to be able to support and work effectively with our volunteers.

Confidentiality and Data protection

It is a requirement of employment with Myton that all staff must comply with the obligation of confidentiality relating to personal information that could identify individuals. The Data Protection Act 1974/1998 safeguards the handling of information held in both electronic and manual filing systems and it is the duty of all staff employed by Myton to uphold the principles of the Act, adhere to Myton policies and to maintain strict confidentiality at all times.

Infection Control

All employees of Myton must be aware of infection prevention and control policies and are expected to follow them at all times. Any breach of infection control policies which places patients, visitors or colleagues at risk may result in disciplinary action.

Equality & Diversity

The post-holder must at all times carry out his/her responsibilities in line with Myton's Equality & Diversity Policy.

Health & Safety

Employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act 1974, to ensure the agreed safety procedures are carried out to maintain a safe working environment for patients, visitors & colleagues. The post holder is required to conform with Myton's policies on Health & Safety and Fire Prevention, & to attend related training as required.

Safeguarding Vulnerable Adults and Children

It's the duty of all staff working for Myton to safeguard children and vulnerable adults and undertake safeguarding training at an appropriate level.

Code of Conduct

Employees are required to represent Myton in a positive light and embody the corporate identity in appearance, demeanour, values and ethics.

Review of Job Description

This job description is an outline of the key duties and responsibilities of the role and is not intended as an exhaustive list. The job description may change over time to reflect the changing needs of the service. The post holder may be required to undertake other duties that could reasonably be considered commensurate with the post. This job description is subject to periodic review and may be changed/updated following consultation with the postholder(s).

Employee/Managers Signature

I agree that this Job Description is a true reflection of the main duties and responsibilities of my role:

Employee Name: _____

Signature: _____ **Date:** _____

Managers Name: _____

Signature: _____ **Date:** _____

Last reviewed February 2023