

Person Specification



Job Title: eCommerce Assistant

Department: Retail

Location: Rugby Church Street Shop

Responsible to: eCommerce Manager

Attributes	Essential	Desirable
Educational / Professional Qualifications	Educated to GCSE standard or equivalent	Retail or customer service qualifications / training (e.g. NVQ / RQF / QCF Retail or equivalent)
Previous Experience	<p>Experience of appropriate online selling/trading</p> <p>Knowledge of selling and merchandising</p> <p>Experience of dealing with customers and providing excellent customer service</p>	<p>Experience of working in a not-for-profit organisation</p> <p>Experience of working in a retail environment</p> <p>Supervisory experience</p>
Skills and Attributes	<p>Organisational and prioritising skills</p> <p>Able to work to tight deadlines</p> <p>Numerate with the ability to calculate figures</p> <p>Strong literacy skills to competently create product descriptions</p> <p>Attention to detail</p> <p>IT literate with working knowledge of Microsoft Office</p> <p>Able to motivate self</p>	<p>Interest in / awareness of fashion trends and/or collectables and antiques</p>

Other		Mobile throughout the catchment area of the Hospice (Coventry and Warwickshire) Able to work on Saturdays, Bank Holidays and Sundays if required
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