

Job Details

Job Title: Assistant Online Sales Manager

Job Reports to: Online Sales Manager

Direct Reports: There is no responsibility for managing staff, but the Assistant Online Sales Manager will assist the Online Sales Manager to lead a team of Volunteers.

Job Purpose:

- To work with the Online Sales Manager and Volunteer team to deliver the online retail operations of the Florence Nightingale Hospice Charity.
- Ensuring the delivery of exceptional operational standards throughout all online income streams.
- To ensure compliance in all areas of online operational activity.
- To drive sales and profitability through performance and development of the Online Team.

Key Accountabilities

- In collaboration with the Online Sales Manager, identify and implement new initiatives to grow income generation.
- To assist the Online Sales Manager in managing and taking full responsibility for the eBay outlet, maintaining a full schedule and developing and promoting new opportunities.
- Cover planned absence of Online Sales Manager (days off and holiday cover) and sickness absence whenever possible.
- In collaboration with the Voluntary Services Team, support the recruitment, induction, training and retention of Online Team Volunteers, promoting a happy and productive working environment for the Volunteers.
- Assist in achieving agreed income targets and maximise profit through effective cost control
- Ensure that a standard of excellence is maintained at all times with regard to customer service, donor service and supporter care.
- Assist in working proactively with Retail colleagues to generate good quality donated goods to sell online, maintaining a feedback system and allocating sales back to the relevant outlets.
- To assist the Online Sales Manager in managing and taking full responsibility for online selling of donated goods with high quality listing and photography of items adhering to guidelines.
- Ensure that Gift Aid donated stock is managed appropriately in line with HMRC guidelines.
- To assist in the set up and manage the delivery of an online shopping service through the Charity's website.

- To assist the Online Sales Manager in managing and taking full responsibility for online selling of new goods, administering new goods procedures and minimising stock loss.
- To keep up-to-date with local and national trends and best practice in online retail
- To provide occasional management cover for the Furniture Showroom (e.g. days off, holiday cover and sickness absence).
- Ensure compliance with all FNHC policies, procedures and management instruction at all times and as requested.
- Actively maintain a safe working environment, ensuring the safety of yourself, Volunteers, staff, customers, donors and visitors.
- In the Online Shop Manager's absence, ensure that the online operation is adequately staffed with Volunteers at all times in order to maintain the required level of service.
- Be willing to work additional hours and perform additional duties as and when required. This may include working in any FNHC retail outlets or from Head Office.
- Attend meetings and training sessions as and when required.
- Engage and support Fundraising and PR initiatives for FNHC.
- Assist in building and developing positive internal and external relationships.
- Work positively and collaboratively with all FNHC colleagues (staff and volunteers).
- Safeguard the Charity's reputation and integrity through an awareness and understanding of FNHC brand. At all times, represent FNHC in a professional manner that engenders trust and loyalty, making the most of any appropriate opportunity to maximize awareness of the charity.

Additional Information

This job description will be reviewed as part of the post holder's annual appraisal and is not intended to be a complete list of responsibilities. To meet the ever changing needs of the Charity you may be required to perform other duties within your capacity and competence.

Job Experience, Skills & Qualifications

- Good level of education including literacy, numeracy and IT skills including highly proficient use of internet and software including Microsoft Office, EPOS, eBay and other online sales channels.
- Demonstrable experience of managing a successful team within a retail environment.
- Demonstrable experience of achieving revenue and profit targets in an online retail environment.
- Demonstrable organisational, customer service and stock management skills.
- Exceptional written communication skills.

- Demonstrable experience of listing and selling on eBay.
- Highly motivated, creative and a keen interest in donated product.
- Proven ability to deal with difficult customers and situations and to be non-judgemental working with people of all abilities.
- Demonstrable positive, solution-focused, 'can-do' attitude.
- Physically fit and able to pack and process orders and manoeuvre stock between storage areas and the online sales room on a daily basis.
- Friendly and approachable team player with excellent customer service skills.
- Can work alone and self-motivate.
- A knowledge of and interest in fashion, textiles, furniture and collectables is desirable.
- A knowledge of and interest in social media sites such as Facebook, Instagram and Twitter is desirable.
- Hold a full UK Driving Licence.