



Leeds, Wakefield & District Branch

Ebay/E-commerce Sales Assistant

Employer:	RSPCA Leeds, Wakefield & District Branch (Reg. Charity No: 232223)
Responsible to:	Area Retail Manager
Hours:	15 hours per week – over 7 day rota
Salary :	£8.40 ph (£6,552 per annum)

1. Purpose of the job

To ensure the smooth operation of the Branch E-commerce on a daily basis, in compliance with current legislation and Branch & Society policy.

To achieve agreed sales and profit targets by maximising sales and controlling direct expenses.

Promote the work of the RSPCA Leeds, Wakefield & District Branch

2. Principal Accountabilities

- Adhere to the agreed Branch standards & policies and any relevant legislation in relation to running an Ebay/Ecommerce store
- To perform day to day online selling activities for all aspects of the charity E-commerce operations, including the supervision of volunteers, stock, merchandising and financial procedures
- To meet the agreed sales targets and ensure that direct costs are kept to a minimum
- Actively promote all Branch & Society initiatives and campaigns to promote awareness of the charity
- Build and develop positive internal and external relationships to ensure maximum income for the charity
- Promote the Ebay store throughout the Shop Retail Network using all available promotional opportunities (subject to any Branch rules for communication with the media)
- To attend meetings and training courses as requested
- To carry out such other tasks as directed by the Area Retail Manager

SALES

- To upload selected products to the Branch E-commerce stores and help maintain a minimum page level of 8 active pages at all times
- Maintain excellent levels of visual merchandising of products whilst adhering to Ebay requirements
- Ensure adherence to all trading standards applicable to an Ebay store operating in a worldwide market
- Maintain an excellent customer experience of the Branch E-commerce stores related to site experience & post purchase service
- Sale and administration of any bought-in (i.e. new) goods for E-commerce
- Maximise income through the Gift Aid scheme
- Adhere to all branch and service requirements in relation to PayPal and banking procedures



Leeds, Wakefield & District Branch

Ebay/E-commerce Sales Assistant

- Ensure high levels of customer service are maintained through responses to customer queries

STOCK

- To maintain accurate & well produced product description, including appropriate images
- To source suitable items from the Branch retail network to upload to the E-commerce stores
- Ensure smooth flow of orders & postings to customers within desired timeframe for delivery
- Minimise stock loss with attention to detail in postage & packing requirements & care of goods awaiting dispatch

STAFF

- Work with staff & volunteers across the Retail Network to ensure that the level of volunteers is sufficient to maintain an effective Online Store operation
- Train volunteers in all appropriate aspects of the online operation

ADMINISTRATION AND SECURITY

- Ensure that all communications represent the Branch policies & procedures and safeguard the image and representation of the Branch at all times
- Ensure all financial management & security procedures are followed
- Ensure all relevant administration is completed within the agreed timescale

HEALTH AND SAFETY

- Ensure compliance with the Branch's Health and Safety policy (including fire safety, risk assessments and security procedures) and relevant legislation
- Report any maintenance or Health and Safety issues to the Area Retail Manager or Branch Manager.
- Provide a safe environment that protects oneself and all staff/volunteers, and the public.

While at work all staff are required to:

- seek continual improvement in service delivery and individual personal development
- take care of their own health and safety and that of others who may be affected by their acts and omissions
- adopt a flexible approach to any work set ensuring that all tasks are completed fully
- co-operate with Branch policies and procedures for health and safety

3. Knowledge, skill and experience

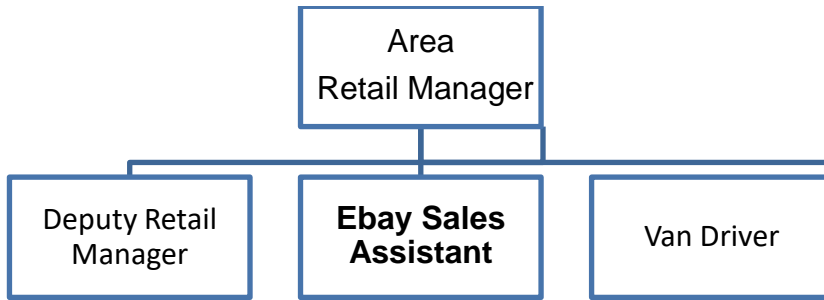
Please see person specification attached

4. Organisation



Leeds, Wakefield & District Branch

Ebay/E-commerce Sales Assistant



5. Job Context

The post is an important role helping as part of a team to drive the performance of the Ebay shop.

NB. This job description is a statement of the job content agreed at July 2019. It should not be seen as precluding future changes.

Job Holder's signature _____ **Date** _____

Line Manager's signature _____ **Date** _____



Leeds, Wakefield & District Branch

Ebay/E-commerce Sales Assistant

Employee Specification

Attributes	Essential	Desirable	How Identified Application = A Interview = I
Qualifications & Training			
Good general level of education, at least to GCSE standard or equivalent	✓		A
Customer Service Training	✓		A/I
Financial & Cash Handling experience	✓		
IT qualification		✓	A
Experience			
Experience in Online trading, merchandising & marketing	✓		A/I
Experience of handling complex customer needs	✓		I
Experience of managing a gift aid system for donated goods		✓	A/I
Experience of recruiting and working with groups of volunteers		✓	A/I
Knowledge			
Knowledge of online trading legislation		✓	A/I
Understanding of charity law		✓	I
Understanding of employment law		✓	I
Knowledge of MS, Excel, Word, photo software and general IT literacy	✓		A/I
Ability to analyse data and produce reports		✓	A/I
Knowledge of retail gift aid		✓	I
Skills/Abilities			
Ability to form good working relationships with managers, staff and volunteers at all levels	✓		A/I
Ability to prioritise workload, balancing competing demands	✓		I
Ability to work towards targets	✓		A/I
Ability to communicate effectively	✓		A/I



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Attributes	Essential	Desirable	How Identified Application = A Interview = I
Personal Attributes			
Sympathy with the RSPCA's aims and policies	✓		A/I
Self-motivated/able to motivate others	✓		I
Willingness to learn and acquire new skills through training and development	✓		I
Drive and enthusiasm	✓		I
Ability to be flexible when working with volunteers, willing to seek compromise rather than the "perfect solution"	✓		I
A professional manner with both internal and external contacts	✓		I
Special Circumstances			
Willing and able to work longer than the contracted hours when the job demands	✓		I
Full valid UK driving licence		✓	A
Willing and able to travel around the Branch area	✓		A/I