

Role Profile

*because
you matter*

**St Nicholas
Hospice Care**

A Registered Charity No. 287773

St Nicholas Hospice Care is recognised as a great place to work, to learn and to grow. Where everyone matters, where everyone is encouraged, energised and enabled to play their part in delivering our vision.

Job role	Ecommerce Assistant
Reports to	Ecommerce Manager
Responsible for	Volunteers
Location	Donations Centre, Unit 4A&B, Chapel Pond Hill, Bury St Edmunds, IP32 7HT

What the role involves

- Researching the value of donated goods prior to listing including vinyl records and specialist books on preferred selling sites
- To locate suitable stock from donated items within the Donation Centre for optimum sales on eCommerce websites such as Amazon, eBay and Facebook
- Photographing items for auctions and online website
- Stock control and maintenance
- Identifying appropriate items for sale on eCommerce selling platforms Liaise with other retail departments as necessary to determine value of donated goods
- Providing a professional level of customer service via email, phone and in person with emphasis on strong after sales service
- Editing photos for online listings using photo editing software
- Packaging and distribution of sold items
- Process sales where appropriate using Kudos
- Use of Social Media to promote the eCommerce Department
- Supervise volunteers in the absence of the eCommerce Manager and Ecommerce Administrator
- Listing donated and new goods onto eBay, Amazon and our retail website
- Reorganising and maintaining stock structure on a regular basis

What we want from you

- Good IT Skills, literacy and numeracy
- Experience in Data handling
- Ability to work as part of a team
- Previous administration experience, including dealing with external enquiries
- Previous experience in a retail or eCommerce environment
- Excellent organisation skills
- Good administration skills
- An eye for detail
- Good written and verbal communication
- Experience of working in a customer environment
- Able to work to targets
- Able to work in a busy environment
- Be able to work unsupervised
- Previous experience using eBay, Amazon, eCommerce tools is desirable

September 2021