

# e-Commerce Sales Assistant



## **Working with us is awesome!**

We see first-hand the importance of focusing on the life in our days not the days in our life. As such we recognise that to be happy in life you need to feel supported, content, motivated, passionate and have fun in the work you do. So with that in mind, we have flexible working arrangements to support the other things going on in your life. You will have a minimum of 35 days leave, including bank holidays, and an additional day off for your birthday (all leave is pro rata for part time staff). We have a broad range of special leave support ranging from adoption to pawternity leave (no that's not a spelling mistake; you have leave when getting a new pet!). We pride ourselves on our fair and transparent pay. In addition, we provide a contributory pension scheme as well as enhanced sick pay. Your wellbeing is essential. We provide an extensive wellbeing programme which includes a free employee assistance programme and a health cash plan. Your opinion also matters so we regularly ask for your input and feedback on how we can improve and on key organisational initiatives. We are here for the whole community and we value the diversity everyone brings to our team. We want you to grow, so we will support you with your learning and development throughout your career with us. As a charity, we are all about pre-loved and sustainable retail and, at all our sites, we care about the impact we are having on our environment. The key thing though on why working with us is awesome is simple: you will make a difference to peoples' lives. You will enable care and support to be given to people when they are feeling at their most scared and vulnerable.

## **Our Mission is Simple**

To provide outstanding care and support to the community of North Devon who are impacted by a life limiting illness.

## **Retail Department Vision**

We are all about high quality, pre-loved and sustainable retail. Our aim is to maximise income from all our retail activities to raise funds for North Devon Hospice by spotting and exploiting trends and being creative, innovative and agile in our approach to how we work.

## **It is important to us that all our colleagues:**

- Act as an ambassador for the hospice
- Show deep motivation to make a real difference to our patients and their families
- Are kind
- Are honest, open and operate with integrity
- Are personally accountable and take responsibility for their own actions, decisions, performance and professional development
- Approach their role with fun, positivity and a growth mindset – and want to learn
- Are not scared to try new things and know that to succeed, sometimes they will have to overcome obstacles to achieve the best outcome for the hospice
- Are proactive in seeking out the information they need to do their job and in sharing information with their colleagues to enable them to do their jobs
- Listen and communicate effectively, calmly and constructively, adapting their approach to the needs and concerns of others
- Are collegiate and act as 'One Team', working in collaboration with their colleagues within and outside of their team
- Understand the impact of their emotions on themselves and others
- Show empathy when noticing unsettling emotions in others
- Speak up when they have worries or concerns and take appropriate action if their values are compromised
- Are open about when they have made a mistake and are proactive in resolving it
- Value and respect others and promote equity, diversity and inclusion

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## To succeed in this role you will have:

- Minimum of 4 GCSEs (or equivalent) including Maths and English
- Strong digital literacy with confidence in using Microsoft Office applications and learning new digital systems and software.
- Experience using online marketplaces or e-commerce platforms, with an understanding of online selling and customer purchasing behaviour. Good research and analytical skills, with the ability to accurately identify, evaluate describe and price items.
- Experience in creating compelling online product listings, including high-quality photography, and writing clear and engaging product descriptions.
- A willingness to learn and adapt new technologies, systems and processes.
- Good communication and interpersonal skills, with the ability to build positive relationships with customers, colleagues and volunteers.
- Strong organisational and time-management skills, with the ability to prioritise effectively, manage competing demands and consistently deliver high standards of work in a fast-paced environment.
- The ability to work independently with minimal supervision while also contributing positively as part of a collaborative, high-performing team.
- A proactive and positive approach to problem-solving, and improving ways of working.
- Experience working within customer-focused environments and delivering excellent customer service.
- An understanding of stock management, including stock rotation and maintaining accurate records.
- A motivated reliable and results driven approach to work, demonstrating initiative and accountability.
- Flexibility and adaptability when responding to changing priorities, including a positive and solution focused approach.
- A commitment to developing skills and knowledge relevant to the role.
- The physical capability to safely undertake manual handling activities, including lifting, bending, reaching and moving stock as required.
- Flexibility to work across a seven-day retail operation in accordance with business needs and rota requirements.

## In this role you will be responsible for:

- Maximising income and profit for the hospice by proactively listing and selling donated items on multiple digital platforms.
- Researching, photographing and listing items on multiple digital platforms, in accordance with hospice guidelines, ensuring regular good quality listings.
- Achieving listing and sales targets as agreed with the e-Commerce Manager.
- Identifying suitable items for sale with appropriate pricing.
- Liaising with experts and online information sites to achieve accurate and reliable valuations and authentications.
- Adhering to the pricing policy and ensuring all sales are maximised in line with hospice policy and procedures.
- Packaging sold items safely and efficiently and ensuring timely dispatch.
- Delivering excellent customer service at all times, handling and resolving customer queries and complaints in a timely and suitable way.
- Supporting e-Commerce Volunteers by helping organise and allocate tasks.
- Ensuring high standards of housekeeping, organisation and cleanliness throughout the department.
- Ensuring all administration is undertaken daily, ensuring compliance with GDPR and financial procedures.
- In conjunction with the e Commerce Manager, keeping abreast of developments in the online marketplace and responding to new online sales opportunities.
- Adhering to the warehousing and cataloguing process for stock as well as stock rotation and culling procedures.



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- Promoting the North Devon Hospice Gift Aid Scheme and processing donations and sales in line with hospice policy.
- Liaising regularly with the e-Commerce Manager and reporting any problems to the e-Commerce Manager or Head of Retail.
- Providing information and reports, as requested by the Head of Retail, Retail Operations Manager and e-Commerce Manager.
- Following all policies and procedures relating to cash handling, banking and end of day tilling.
- Notifying a senior member of staff in the event of suspected theft or dishonesty by any member of the team.
- Ensuring any complaints received are dealt with in the appropriate manner.
- Ensuring that no unauthorised person is able to inspect locations or to examine sales or any records.
- Ensuring the security and safety of the premises at all times.
- Adhering to practices recommended by the Charity Retail Association and all relevant online selling platforms.
- Promoting other types of income generation including community fundraising, events, lottery, etc as agreed with the Retail team.
- Attending hospice events as required.
- Working safely on your own in accordance with the lone working policy.

## **Your competency framework – you will:**

### ***Strategic Thinking and Setting Direction***

- Act as a positive role model for change and innovation in a way that inspires and reassures staff, patients and the public
- Show openness to new information and views from different standpoints and modify own thinking
- Gather feedback from patients, service users and colleagues that help you to do things better, more efficiently and improve services

### ***Sharing the Vision and Delivering the Service***

- Support others to provide good patient care and high quality services
- Demonstrate a culture of high achievement, showing pride in the quality of our services and taking action where improvements are needed
- Participate in and contribute to organisational decision-making processes
- Use feedback on things that are working well and things we could improve to do your job more effectively

### ***Leading People***

- Help create the conditions that help the team provide mutual care and support and create pride in achievement
- Be able to receive and act upon challenge and feedback and take action to improve own performance
- Challenge colleagues in a constructive and appropriate way

## **In addition we will ask you to:**

- Promote diversity and inclusion in all that you do
- Complete statutory training in accordance with hospice requirements
- Participate in personal development and review processes
- Adhere to all organisational policies and procedures
- Actively participate in the hospice risk management process in order to help safeguard the welfare of patients, visitors and staff and to take responsibility for reporting risks and managing risks as appropriate
- Follow good infection control practice at all times and maintain an up-to-date knowledge of the infection control policies, procedures, and guidance relevant to your area of work

## **The small print:**

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- This job description may be reviewed in consultation with you and in light of any changing service requirements
- The job description is not exhaustive; other duties commensurate with the post may be required from time to time

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