



e-Commerce Manager

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:

- Education to 'A' levels/ BTEC Level 3 standard or equivalent experience
- Demonstrable experience of working with Microsoft, e-commerce platforms, applications and integration methods
- Experience of e-commerce sector and best practice within that sector
- Proven success in working in a target driven environment, meeting and exceeding agreed targets
- The ability to analyse information from databases, create and monitor KPIs and report on performance
- Ability to work flexibly within a team ensuring activities are delivered on time and to excellent standard
- Knowledge of warehousing, cataloguing and product referencing
- Experience of motivating and line managing a team of staff and volunteers
- A high level of interpersonal and communication skills, with the ability to establish and maintain strong communication links with internal and external partners
- The ability to remain positive, creative and solutions focused, even when under pressure
- A proactive, innovative and creative approach and an openness to new ideas
- The ability to work on your own and as an integral part of a team
- Experience of working in a multi-task environment
- The ability to be proactive and actively engage and work collaboratively with all areas of the organisation
- The ability to lift heavy loads, bend, and stretch frequently
- The ability to work flexibly, adapting to changing demands while retaining a clear focus
- Pride in your work and approach all tasks with energy, pace and dedication
- The ability to travel to all hospice locations around North Devon without reliance on public transport
- The flexibility to work across all days of the week, in accordance with Retail rosters
- Excellent customer service skills

In this role you will be responsible for:

- Developing and implementing the Retail Ecommerce strategy
- Achieving the ecommerce budget ensuring the annual income target is achieved or exceeded and expenditure is kept within agreed budgets
- Provide inspiring line management for the Ecommerce team (including our volunteers) by recruiting, developing, training, ensuring all aspects of the business are delivered to the highest standards
- Setting clear, challenging goals for the Ecommerce team, driving performance to ensure all targets and standards are monitored and met
- Overseeing systems, processes, and digital infrastructure essential to the hospice's online presence, as well as managing the physical working environment
- Identifying and developing online selling platforms ensuring growth of reach and income
- Ensuring the Retail Gift Aid scheme operates effectively with regard to preparation and sale of both online and back to shop stock. Ensuring data protection in relation to donor details are, maintained confidentially
- Working with the wider Retail team, identifying items for sale of an appropriate desirability and quality to maximise sales
- Preparing and listing items for sale, ensuring the highest standards of presentation, description and display at all times and that staff and volunteers are trained to these standards
- Working with the Finance team, ensuring reporting systems and financial stewardship are effective for all Retail online activities
- Ensuring robust procedures to enable our 'Donation to Dispatch' journey to be agile and cost effective
- Networking with experts and ensuring appropriate research to achieve accurate and reliable valuations and authentication
- Monitoring activities against agreed KPIs to ensure sales targets are achieved and operations occur within the expenditure budget

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- Using own initiative to maximise the profitability of online sales, providing sales performance reports to the Head of Retail as agreed
- Being aware of the current trends in online selling, charity shops and retail in general and responding to new online sales opportunities
- Ensuring all stock is always safe and secure using the stock management and warehousing system. Ensuring stock loss and damage does not occur
- Actively participating in quarterly stock takes and stock reviews
- Ensuring the correct postal partner is used by the team to minimise costs but to also provide the great delivery service our customers expect. Reviewing suppliers on an annual basis to ensure value for money
- Communicating effectively, appropriately and professionally with online customers ensuring the good name of North Devon Hospice and responding to customer queries within the agreed time frame
- Building on the good name of North Devon Hospice to promote the trading operation for the whole of Retail
- Holding regular monthly meetings with team members, including quarterly work and wellbeing check ins for direct line reports
- Managing the team to ensure items listed for sale online are placed on relevant platforms to achieve maximum sales value, always ensuring the highest standards of presentation, description and display
- In collaboration with our Marketing and Communications team, creating engaging social media campaigns across multiple retail platforms
- Contributing to the Retail manager meetings and share information and objectives with the e-commerce team
- Developing networks across the hospice, our external partners and communities to ensure every trading opportunity is optimised
- Overseeing and ensuring appropriate levels of health and safety in the e-commerce area, completing all reports and checks as required
- Undertaking such other duties as may reasonably be required in the post
- Adhering to practices recommended by the Charity Retail Association and online trading platforms
- Ensuring all working practices and processes are fully documented, up to date and communicated, providing training as required
- Working safely on your own in accordance with the lone working policy

Your competency framework – you will:

Strategic Thinking and Setting Direction

- Proactively promote and engage in change and model the changes expected
- Work with colleagues and other professionals internally and externally to critically analyse practice and use evidence and feedback, both positive and negative, to identify options, risks and solutions
- Look ahead and track changing priorities, integrating information from multiple sources, analysing the impact, appropriately escalating risks and issues and acting on emerging opportunities quickly and decisively

Sharing the Vision and Delivering the Service

- Have a flexible approach and establish ongoing plans to deal with the more complex and difficult issues
- Support, coach and mentor others, asking questions to empower them to work out the answers for themselves, enabling the team to perform at its best, sharing learning to build success within and beyond the team
- Contribute to shaping future plans together with the team, linking tasks to organisational goals, being mindful of resources
- Understand and interpret relevant legislation and accountability frameworks



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Leading People

- Pay close attention to what motivates individuals in your team so that they can channel their energy so they deliver their objectives
- Employ strategies to manage conflict of interests and differences of opinion
- Give people the belief that change is achievable and that their contribution matters, encouraging the team to identify problems and solve them
- Demonstrate that the health and wellbeing of your team are important to you
- Encourage the team to deliver on the shared purpose, as much as on their individual objectives, looking out for opportunities to celebrate and acknowledge high standards

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:

- 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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