

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 as such 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 ambassadors for the Hospice
- Demonstrate kindness and a genuine commitment to quality, openness, honesty and integrity
- Demonstrate accountability and take personal responsibility for our own actions, decisions and performance and keeping up to date with professional practice
- Promote a culture of learning, displaying the confidence to succeed and fail and overcome obstacles to achieve the best outcome for the hospice
- Communicate effectively, calmly and constructively, adapting our approach to the needs and concerns of others
- Show deep motivation to make a real difference to our patients and their families
- Act as 'One Team', working in collaboration and proactively supporting patient, fundraising and volunteer events outside our day to day roles
- Understand the impact of our own emotions on ourselves and others and notice negative or unsettling emotions on others, providing support where appropriate
- Contribute to the performance and objectives of the team / service, in a positive way
- Value, respect and promote equality and diversity, taking appropriate action if ethics and values are compromised

To succeed in this role you will have:-

- A good standard of general education
- Knowledge and experience of using online selling platforms such as eBay
- Strong IT skills, with proficiency in Microsoft Office, as well as confident use of a range of digital technologies including mobile phones, computers and iPads
- The ability to seamlessly embrace new software, working methods and approaches
- The ability to effectively manage and support a diverse team of volunteers when the manager is unavailable
- Experience of working with KPI's and targets

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- The ability to research and obtain accurate item/product information
- The ability to photograph and present items to maximise their value
- Effective interpersonal / communication skills
- Good organisation skills and be able to prioritise your workload
- The ability to work alone and as part of a team
- A creative approach and be able to generate innovative ideas to increase sales
- Experience of working in a customer service environment online and in-person
- The capability to use your own initiative and be both motivated and target driven
- Dedicated to ongoing personal growth and professional development within the role

In this role you will be responsible for:-

- Maximising income for the hospice by proactively listing and selling donated items on multiple digital platforms such as eBay
- 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 your line manager
- Collaborating with the entirety of retail operation as 'One Team' to identify suitable high value items to list online
- 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
- Ensuring speedy, cost-effective packaging and timely despatch of sold items.
- Working with continuous quality improvement, actively identify improvements to maximise income and streamline costs
- Always delivering excellent customer service in person and online
- Working closely with a large team of e-Commerce Volunteers ensuring their skills and abilities are used effectively
- Using initiative to prepare pre-agreed tasks for e-Commerce volunteers ahead of their arrival and providing ongoing support throughout their shift
- 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 Team Lead, keeping abreast of developments in the online marketplace and respond to new online sales opportunities
- Adhering to the warehousing and cataloguing process for stock as well as stock rotation and culling procedures
- Promoting the North Devon Hospice Gift Aid Scheme and process donations and sales in line with hospice policy
- Liaising regularly with the e-Commerce Team Lead and report any problems to the e-Commerce Team Lead
- 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
- Promoting other types of income generation including community fundraising, events, lottery, etc as agreed with the Retail team
- Attend Hospice events as required

Your competency framework is:-

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

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- Gather feedback from patients, service users and colleagues that help him / her 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 his / her 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:-

- 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.

July 2025