



## **JOB DESCRIPTION**

**Job Title:** E-Commerce Team Leader

**Department:** Retail

**Reports To:** E-Commerce Manager

**Hours:** Full time, 37.5 hours per week (to be worked over Monday to Saturday). Must be flexible to work irregular hours as demanded by the requirements of the post.

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### **The Role**

The E-Commerce Team Leader at St Oswald's Hospice oversees daily eBay operations, maximizing profitability through efficient processing and listing of donations and leading a diverse team of staff and volunteers. Candidates must demonstrate strong eBay expertise and a passion for charity retail. Effective leadership skills are crucial for motivating the team and fostering a positive work environment. Continuous learning is essential to stay updated on eBay trends and best practices. This role offers a rewarding opportunity to drive eBay sales and contribute to the important work of St Oswald's Hospice.

### **Key Outcomes and Responsibilities**

#### **1. Operations**

Support the team in pricing and listing items according to organisational policies.

Coordinate posting and other logistics related to online sales operations.

Assist with implementing the e-commerce plan for St Oswald's Hospice, with a focus on achieving financial targets and identifying new revenue streams.

Maintain a comprehensive system for sourcing, storing, processing, and dispatching stock efficiently.

Work closely with shop managers to direct high-quality, saleable items to online platforms effectively.

Lead research efforts to optimize pricing, listings, and item descriptions online for enhanced sales performance.

Oversee Gift Aid processes for eBay sales to maximize benefits for the organization.

Provide reports on sales performance to retail staff and senior management, analysing trends and assisting the E-Commerce manager in making data-driven decisions.

Collaborate with Line-manager, Operations Managers, and Head of Retail to expand eBay operations and explore new selling platforms for both purchased and donated goods.

#### **2. Customer Service**

Promptly and effectively respond to customer queries and complaints via online channels, ensuring timely resolution and customer satisfaction.

Collaborate with the team to help establish and maintain a robust online customer service and feedback mechanism, continuously improving processes to enhance customer experience and satisfaction.

### **3. Staff & Volunteer Coordination**

Take day-to-day responsibility for managing and delegating work to staff and volunteers, ensuring tasks are completed satisfactorily and in line with organisational standards.

Maintain excellent rapport with staff, volunteers, supporters, and donors, ensuring effective communication and collaboration to achieve shared goals.

Work with and supervise volunteers as necessary, providing on-the-job training and support to ensure they are equipped to perform tasks effectively.

Foster a positive team spirit within the wider E-Commerce team, promoting a collaborative and supportive work environment that encourages creativity and innovation.

Take the lead in recruiting eBay volunteers, identifying suitable candidates and onboarding them effectively into their roles.

To develop and maintain Standard Operating Procedures (SOPs) manuals for eBay operations, ensuring efficient and consistent processes are upheld.

### **4. Premises Management**

Take ownership of maintaining good housekeeping standards for all areas under responsibility within the Ouseburn warehouse, delegating tasks to the E-Commerce team as needed.

Proactively identify and report any necessary repairs or maintenance issues to the E-Commerce Manager.

### **Risk Management including Health & Safety**

We take the safety of our staff, volunteers, patients and their families seriously. We have a full suite of Health and Safety procedures and training that we'll ask you to sign up to and we expect you to complete all our essential health and safety training.

### **Team Working and Conduct**

Team work is core to the role and you will work as a positive team member.

Our Respect at Work Policy, values and People Charter help to guide everyone in how we live this day to day.

### **Confidentiality**

You will have access to confidential information, so it's important that you maintain the highest confidentiality of members of the public, staff and volunteers in accordance with St Oswald's Hospice's information governance policies and GDPR legislation.

### **New Tasks**

This profile provides an overview of the most important parts of the job however all jobs shift over time and so we may ask you from time to time to carry out new tasks. These will fit with the remit of your role and your manager will guide and direct you.

### **Other**

This outcomes-based job description focuses on the key outcomes and responsibilities of the E-Commerce Team Leader at St Oswald's Hospice. It provides a results-oriented perspective and highlights the desired impact and contributions expected from the position. However it is not an exhaustive list of the duties but gives a general indication of the level of work undertaking, and specific tasks may vary in detail in the light of changing demands and priorities.

Substantive changes will be carried out in consultation with the post holder.

### **RISK ASSESSMENT**

**Task based**

### **DISCLOSURE / LEVEL**

**Enhanced DBS required**

### **PREPARED BY/ DATE**

**Rebecca Robinson / 26-02-2024**

## **About you (the Person Specification)**

### **Qualifications, Training and Education**

At St Oswald's Hospice we recognise that not everyone gains their expertise via an educational route. You may have gained your experience through a combination of paid work, internship, and voluntary work. In the skills section you will see what we are looking for.

### **Experience**

- Demonstrable experience in managing daily operations of an e-commerce platform.
- Proven ability to lead and motivate a team of staff and volunteers.
- Excellent communication skills, both verbal and written.
- A passion for charity retail and online sales, along with a creative flair.

### **Knowledge**

- Proficient understanding and practical experience in managing eBay operations, including pricing strategies, effective listings, and optimizing sales performance.
- Familiarity with best practices in customer service, including handling queries, resolving complaints, and maintaining a positive customer experience.
- Proficient use of Microsoft Office suite, including Excel and Teams.

### **Qualities**

A successful candidate for this role should possess a combination of leadership, communication, technical, and analytical skills, along with a genuine passion for charity retail and online sales.

**Your values**

You will embrace and demonstrate our values of:

- Safe and supportive
- Positive and Can Do
- Accountable and Authentic
- Caring and Compassionate
- Excellence and Innovation

**Working Arrangements**

- You will be based at our warehouse in Ouseburn, Byker.

**Applying for this role**

Studies have shown that women and people of the global majority are less likely to apply for jobs unless they meet every single qualification and requirement. Research also shows that many people with other protected characteristics also find it hard it much harder to gain employment

At St Oswald's Hospice we are dedicated to building a diverse and inclusive workplace.

So if you are excited by the role but your past experience doesn't quite match every requirement we encourage you to apply anyway. You may be just the person we are looking for!