

## JOB DESCRIPTION

<b>Job Title:</b>	Online Sales Supervisor
<b>Reports to:</b>	Online Sales Manager
<b>Location:</b>	The Depot
<b>Hours:</b>	37.5 hours per week
<b>Liaises with:</b>	Online Sales Team, Depot Staff, Shop Managers, Volunteers, Donors, Supporters and general public, Finance staff

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### Job Summary

- To supervise the Online Sales Team and assist with sourcing items from donated goods and proactively promote and sell these items online to help meet the retail sales and online income targets and to ensure the best income is achieved from donated goods.
- Be responsible for the day-to-day supervision of the Online Sales Assistants, including undertaking performance appraisals, management of staff, including annual leave and sickness cover.
- Operate within the guidelines of the Hospice Trading Company and to ensure good financial best practice is maintained.
- Provide an efficient service to donors, volunteers, supporters and the retail team of the Hospice Trading Company.

### Main Duties and Responsibilities

The postholder shall have delegated responsibility from the Online Sales Manager to:

1. Provide a central point for all online selling, working with trading colleagues to source suitable products for online selling.
2. Working with the Distribution Manager to ensure the online sales targets are met by sourcing suitable donations to be marketed and sold online
3. Ensure that items are placed for sale on relevant online market websites are in compliance with the terms and condition of platforms used. Adhere to all Garden House Hospice Trading Company policies and procedures at all times.
4. Monitor the quality of listings and ensure a high quality of photograph and description are used. Address any training or equipment issues in a prompt manner. Ensure that the sales process from listing to posting provides a high level of customer service at all times.
5. Working with the Distribution Manager, to ensure that a strong financial process is maintained for the online selling and the team is compliant with those processes. Monitoring all fees, postage cost, as applicable and ensure the right platform is used for the most profitable sale for the product.
6. Assist as required in the training of the volunteer/paid colleagues and team members to identify stock and research items for sale on line, or any other training to assist the teams.
7. In conjunction with the team, ensure any problems, complaints or dissatisfaction are managed in accordance with the Trading Company procedure and within appropriate time scales.

8. Attend Retail Trading Company team meetings, providing updates on online sales, customer service, sales and good practice.
9. Meet regularly with eBay/sales Assistants and ensure that any issues of concern are reported to the Distribution Manager and Head of Trading and resolved.

### **General**

1. Provide cover for colleagues as directed by the Head of Trading
2. Liaise with and assist all other Retail staff and Hospice staff where appropriate .
3. Co-operate with all staff in maintaining good relationships with outside agencies and the general public in order to uphold the Charity's image and win increased support for its work, and produce work of a high standard and to promote quality art all times.
4. To understand, support and comply with the Equal Opportunities policy through their working practices by treating others with respect, dignity, courtesy, fairness and consideration.
5. To cooperate with all staff in maintaining harmonious inter-personal relationships
6. To participate in the annual appraisal process and undertake appraisals for the team.
7. Attend all mandatory training, including moving and handling techniques, to ensure volunteers and staff follow safe working practices and comply to with Health and Safety at Work regulations
8. Be aware of responsibilities in the event of fire
9. To carry out any other duties within the scope, spirit and purpose of the role as required by the Head of Trading from time to time.

### **Confidentiality**

The contractual relationship between the Hospice and its employees is founded on trust. Employees will treat as confidential all information regarding the business of the Hospice, information with regard to and agreements with suppliers, and information gained about other employees and consultants.

### **General**

This job description is not an exhaustive list of duties but it is intended to give a general identification of the range of work undertaken and will vary in detail in the light of changing demands and priorities within the Department. Substantive changes in the range of work undertaken will be carried out in consultation with the job holder.

### **Health and Safety**

- Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.
- Ensure familiarity with procedures for dealing with incidents such as accidents or fire
- Attend fire lectures annually and take part in maintaining fire safety within the building
- To ensure that all events are appropriately risk assessed for the safety of participants, staff, volunteers and the general public
- Ensure risk assessments are completed efficiently for all activities related to this role.

## **Purpose and core values**

All Hospice staff are expected to work in line with Garden House Hospice Care Purpose and Core Values as these act as a value base which directly influences how all work activities are undertaken. The ethos of the Hospice should be apparent in the behaviours and attitudes of all employees as the work they undertake, whether it is direct or indirect care, is ultimately for the benefit of patients. The Purpose and Core Values are an integral part of all job descriptions, recruitment, the probationary period and performance and development reviews.

### ***Caring and compassion***

We will care with compassion, communicate with honesty and sensitivity, facilitate understanding and choice and ensure both respect and dignity.

### ***Accountability***

We will dedicate ourselves to safeguard and support our patients, their families, our volunteers and our staff by working to the highest professional and ethical standards.

### ***Respect***

We will respect all regardless of their ability, age, gender, race or sexual orientation and we will not tolerate prejudice of any kind.

### ***Excellence***

We will remain committed to continual learning and development to ensure we deliver excellence in all that we do.

## **General duties**

- To always comply with the Hospice Information security policy. Also, to respect confidentiality of information about staff, patients and health service business and in particular the confidentiality of electronically stored personal data in line with the Data Protection Act.
- It is the responsibility of all Hospice employees to fully comply with the safeguarding policies and procedures of the Hospice. As a Garden House Hospice Care employee, you must ensure that you understand your role in protecting adults and children that may be at risk of abuse. Individuals must ensure compliance with their safeguarding training.
- The Hospice is committed to a policy of equal opportunities. A copy of our policy is available from the Human Resources department.
- The Hospice operates a no-smoking policy.
- The role description gives a general outline of the duties of the post and is not intended to be an inflexible or finite list of tasks. It may be varied, from time to time, after consultation with the post holder.
- All appointments are subject to pre-employment health screening.
- It is the responsibility of all employees to ensure that they comply with the Hospice Infection control practises, as outlined in the Health Act 2008 and staff must be familiar with the policies in the Organisation's infection control manual, this includes Infection Prevention and Control Adult Hospice Policies and Safe Practice Guidance.
- All staff are required to implement infection control policies and practices, including hand hygiene, waste disposal, staff uniform and occupational health responsibilities, as detailed in the Hospice Policies.
- It is the responsibility of all staff to ensure that they have evidence of annual/or otherwise infection control training as appropriate.

NB. The role description is a reflection of the current position and may change emphasis or detail in the light of subsequent developments, in consultation with the post holder.



**"team" refers to all members of staff including volunteers**

**Garden House Hospice Care is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.**

## PERSON SPECIFICATION

Criteria	Essential	Desirable
<b>Qualification</b>	<ul style="list-style-type: none"> <li>• A good general standard of education</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Administration experience</li> <li>• Supervisory experience</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience using eBay and other online platforms</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Good organisational skills</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of eBay &amp; other online sales platforms</li> </ul>
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>• Good IT skills</li> <li>• Ability to work within the Hospice values</li> <li>• A good team player</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working with Microsoft Outlook e-mails, Word and Excel</li> </ul>

Shortlisting for all positions will be undertaken on the basis of applicants meeting the requirements listed above. Please note that in order to be offered an interview, the applicant must meet all the essential requirements for the post.