

## JOB DESCRIPTION

<b>Job Title:</b>	Online Sales Admin Assistant
<b>Reports to:</b>	Online Sales Manager
<b>Location:</b>	The Depot
<b>Hours:</b>	15 hours per week
<b>Liaises with:</b>	Depot Staff, Shop Managers, Volunteers, Donors, Supporters and general public, Finance staff

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### Job Summary

- To ensure all administration daily tasks of the Online Sales department are carried out.
- Helping to keep a safe, tidy and well organised department while working with the Online Sales Manager to look for any new procedures to assist with the running of the department.
- To source 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.
- To assist in the responsibility for the packing, posting and distribution of goods sold via our online channels.
- 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 Team Leader for:

1. Carrying out all the admin duties relating to the daily running's of the department and team including tasks such as customer messages, invoicing, printing postage labels, relisting or removing listed items, dealing with customer returns and any other delivery related issues that may arise.
2. Helping to ensure the department remains well organised allowing a smooth process for all incoming, outgoing and listed stock to keep an easier working environment for both staff and volunteers.
3. Placing items for sale on relevant online market websites in compliance with eBay, Vinted, Facebook Marketplace and Garden House Hospice Trading Company policies and procedures to maximise income by providing an effective description of products, as well as good quality photographs to enhance the sales potential if time allows.
4. Helping with packaging, posting and despatching of goods sold online when required.
5. Working with the Online Sales Manager and team to ensure the online sales targets are met by sourcing suitable donations to be marketed and sold online.
6. Monitoring the auctions and process sale items to buyers; this will include using appropriate packaging and postage methods. Ensure excellent customer services is provided online, customer queries are responded to promptly and ensure customer feedback is encouraged to increase the profile of Garden House Hospice.

7. Working with the Online Sales Manager, to ensure that a strong financial process is maintained for the online selling process and the team is compliant with those processes.
8. Facilitating good communication - sharing best practice, meetings etc ensuring that staff and volunteers work as part of a 'one team' concept.
9. Ensuring that customer service is delivered in a professional manner when dealing with customers who are collecting purchased goods from Distribution Centre, in keeping with the philosophy and public image of Garden House Hospice.
10. Assisting the Volunteer Coordinator in the training of the volunteer team members to identify stock and research items using the eBay, Vinted & Facebook Marketplace.
11. In conjunction with the team, ensuring any problems, complaints or dissatisfaction are managed in accordance with the Trading Company procedure and within appropriate time scales.
12. Increasing the profile of Garden House Hospice Care.
13. Attending Trading team meetings, providing updates on online sales, customer service, sales and good practice.
14. Attending 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
15. Carrying out any other duties within the scope, spirit and purpose of the role as required by the Online Sales Manager and other Depot Management 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>	<ul style="list-style-type: none"> <li>•</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Administration 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</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.