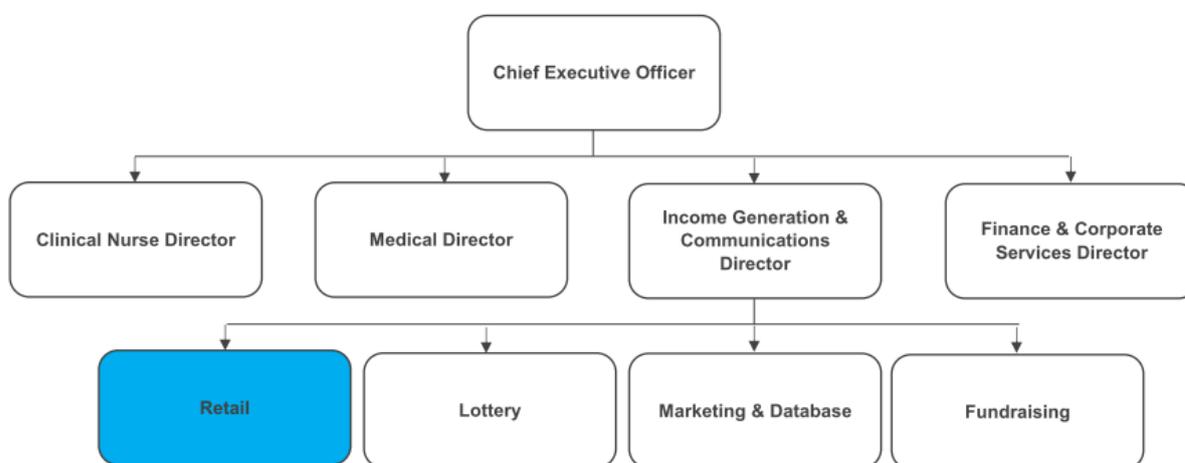


## JOB DESCRIPTION

<b>Job Title:</b>	<b>Online Sales Supervisor (Bank)</b>
<b>Department:</b>	Income Generation & Communications
<b>Post Holder:</b>	tbc
<b>Rate:</b>	£10.18 per hour
<b>Reports to:</b>	Assistant Head of Retail
<b>Responsible for:</b>	Online Sales Volunteers

### Organisation Chart:



The duties and responsibilities of this post have been assessed as levels of competence required and reflect the skill and knowledge needed to satisfactorily perform the duties of the post.

<b>Job Purpose:</b>	To maximise profit for Bolton Hospice through the effective operational management of the development and management of the hospice's online sales activity. Lead and motivate online sales volunteers to deliver an excellent supporter experience.
<b>Key Working Relationships:</b>	Retail team Income Generation & Communications team Volunteers Donors and Customers

### Role Responsibilities:

#### E-Commerce

- Grow, develop and manage all aspects of the hospice's online sales activity, increasing profitability and maximising income from donated goods through recognised sales channels including eBay and Amazon.

- Develop and build relationships with retail and fundraising staff to raise awareness and drive online sales.
- Work with the shops managers and other fundraising managers to identify goods from our retail and fundraising departments that are suitable for selling online to increase income, ensuring an adequate stock of donated goods is maintained.
- Write detailed and compelling item descriptions, take photos and create listings with the aim of attracting maximum profit.
- Work with the Marketing & Communications team to further develop and promote our online retail capability through an enhanced presence on the hospice website; relevant social media channels and PR opportunities.
- Meet budgeted sales targets and be responsible for the efficiency and profitability of the online sales operation via online retail channels, such as eBay and Amazon.
- Answer online enquiries in a timely and professional manner and ensure that a healthy level of positive feedback is obtained and that any queries are addressed with the highest standards of customer service, in line with standard retail practices.
- Responsible for the security of all online stock including items to be researched, currently listed items and sold items awaiting postage.
- Responsible for the efficient and timely dispatch of all items.
- Ensure that accurate paperwork and records relating to online sales are maintained and communicated to the relevant departments.
- Ensure high levels of customer service are maintained in the online sales office.
- Continually maintain the stock levels of online sales stock, ensuring that excellent housekeeping is maintained in line with our Health & Safety policies.
- Maximise profits for the hospice by directing the journey of higher value items to the online sales office via our shops teams.
- Identify sales of higher priced goods and share this information with Shops Managers.
- Implement and manage the process of claiming gift aid on the sale of online donated goods alongside the online sales manager and Assistant Head of Retail.
- Occasionally provide cover for other members of the retail team at other charity shops.
- Utilise the contact database to manage volunteer information and effectively record information related to trading activity.

### **Leadership & Management**

- Work closely with volunteers to ensure required standards and procedures are consistently maintained in the retail department.
- Manage volunteer shifts to ensure adequate cover at all times.
- Recruit and induct new volunteers as required.
- Deliver Health and Safety training to shop volunteers and ensure all policies and procedures in relation to Health & Safety are adhered to in the shop.
- Effectively deal with any customer complaints and act on customer feedback in consultation with the Senior Shops Manager / Head of Retail / Assistant Head of Retail to further develop the retail operations and customer experience.
- Be an effective and supportive line manager to relevant staff, including supervision, conducting annual appraisals, identifying training needs and developing skills and knowledge.
- Attend retail and income generation meetings as required.
- Work as an integral part of the team, being sensitive to the needs of the whole team and supportive of other team members.
- Work within agreed hospice policies, procedures and guidelines.

- Participate in an annual appraisal and undertake training to maintain and develop knowledge and skills as required.
- Any other duties as deemed necessary by the Assistant Head of Retail, Head of Retail or Income Generation & Communications Director.

**General Responsibilities:**

**Health and Safety**

All employees have a duty to take reasonable care to avoid injury to themselves or to others and to co-operate with Bolton Hospice.

**Confidentiality**

All information relating to patients, patients' families, staff, volunteers, supporters and suppliers gained through your employment with Bolton Hospice is confidential. Disclosure to any unauthorised person is a serious disciplinary offence.

**Infection Control**

Prevent spread of infection. Comply with policies and procedures for correct disposal of waste, sharps and soiled linen.

**Training**

Managers are required to take responsibility for their own and their staff's development. All employees have a duty to attend training as required by the Hospice.

**Safeguarding Vulnerable People (Children and Adults)**

All employees have a responsibility to protect and safeguard vulnerable people (children and adults). They must be aware of child and adult protection procedures and who to contact within the Hospice for further advice. All employees are required to attend safeguarding awareness training and to undertake additional training appropriate to their role.

**Disclosure & Barring Service Check**

This post is subject to a Disclosure & Barring Service check.

**Valuing Equality and Diversity**

All hospice staff should carry out their duties in accordance with the values and principles of our Equality and Diversity strategy. It is the responsibility of all employees to support the hospice commitment to do all we can to ensure we do not exclude, alienate or discriminate in any way and to promote a positive attitude to equality and diversity in adherence to our Equality and Diversity policy.

The range of duties and responsibilities outlined above are indicative only and are intended to give a broad flavour of the range and type of duties that will be allocated. They are subject to modification in the light of changing service demands and the development requirements of the post holder.

This job description is an outline of the main responsibilities. It will be subject to periodic review and amendment.

Employee Name:			
Employee Signature:		Date:	

Manager Name:			
Manager Signature:		Date:	

## PERSON SPECIFICATION

<b>Job Title:</b>	<b>Online Sales Supervisor (Bank)</b>
<b>Department:</b>	Income Generation & Communications
<b>Rate:</b>	£10.18 per hour

The person specification sets out the qualifications, experience, skills, knowledge and personal attributes which the post holder requires to perform the job to a satisfactory level.

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<b>QUALIFICATIONS</b>	Educated to GCSE level or equivalent	Educated to A level or equivalent	Application Form
<b>EXPERIENCE</b>	Experience working within a retail environment Experience of working with volunteers Experience of dealing with the public	Experience of working in the charity sector Experience of recruiting / managing volunteers Experience of working to and achieving financial targets	Application Form Interview
<b>SKILLS</b>	Excellent customer service skills Excellent organisational skills Excellent communication and interpersonal skills - able to work alongside volunteers from all walks of life with varying learning abilities Proven line management skills Project management / research skills		Application Form Interview
<b>KNOWLEDGE</b>	Computer literate - Microsoft Office, internet and email Knowledge and understanding of online sales on sites such as eBay and Amazon	Knowledge of Health & Safety legislation in relation to retail Knowledge of gift aid administration in relation to retail	Application Form Interview
<b>PERSONAL ATTRIBUTES</b>	Self-motivated and able to use initiative Able to plan, manage and prioritise own workload Able to work on a number of projects simultaneously Able to work under pressure and to deadlines Strong teamwork ethic Willingness to work some weekends to fulfil the requirements of the post A full driving licence and access to a vehicle insured for business use A commitment to the vision and values of Bolton Hospice	Commitment to continuous professional development	Application Form Interview