

## AGREED JOB DESCRIPTION

<b>Job Title:</b>	Online Assistant
<b>Line Manager:</b>	Hub Manager
<b>Professionally Accountable to:</b>	Retail Director
<b>Location:</b>	Weston Hospicecare Business Hub
<b>Hours of Work:</b>	37.5 hours per week including Saturdays, Sundays and Bank Holidays as required

### Job Purpose:

- To work as part of the Online Team to ensure that the online sales and trading targets are achieved, or exceeded so that the contribution to the Hospice's work is maximised
- To provide excellent customer service and upholding the reputation of the hospice by maintaining high levels of internal and external customer care
- To work with the Online Team to maintain the Online functions

### Responsibilities:

#### Sales

- To support the Assistant Hub Online Manager in identifying items for sale on line, liaising with shop managers and Hub staff to maximise income
- To prepare, list and despatch items for sale online in accordance with agreed policies and procedures
- To work with the Assistant Hub Online Manager to liaise with external advisers to achieve fast and reliable valuations
- To ensure that accounting records are properly maintained that cover sales, payment, despatch and Gift Aid
- To provide business performance information to the Hub Manager as required
- To operate a safe and secure stock control for items in your care
- To use the systems in place as instructed by your line manager and to follow guidelines established within the organisation

#### Working with volunteers

- To support the Assistant Hub Online Manager to recruit, train, develop and motivate a team of volunteers to ensure there are adequate numbers to support the function of the online service
- To contribute to cross team working in a positive and professional manner
- To contribute to clear lines of communication between department and other warehouse personnel, retail staff and the Hospice
- To work within the retail team to build and retain support for the operation

#### General

- To be adaptable and flexible to the changing needs of retail
- To embrace and utilise all technology and systems available to ensure timely and accurate reporting and responses

- To take an interest in all the activities of the Hospice and support its missions statements, purpose and values, both internally and publicly when necessary
- To deliver Weston Hospicecare policy and standards including legislative compliance
- To liaise and work with other departments in order to run the business effectively
- To uphold the reputation of Weston Hospicecare, maintaining an awareness of the organisation's priorities
- To undertake any other relevant duties within the overall scope of this post as may be required by the Retail Director
- To report to your line manager any hazards or accidents that may occur within your working environment and ensure compliance with the terms of Health and Safety at Work Act and Weston Hospicecare policy
- To actively support and promote all organisation initiatives/campaigns/fundraising events to promote awareness of the charity, as appropriate

### **Professional Responsibilities**

- To maintain confidentiality
- To work within the policies and guidelines of Weston Hospicecare
- To be familiar with fire, emergency and safety regulations, ensuring attendance at statutory updates
- To maintain good working relationships with all members of the hospice staff and volunteers
- Undertake any in-service training in line with Weston Hospicecare's policy

### **Educational Responsibilities**

- To participate in the orientation and development of new staff members and volunteers
- To keep up to date with current practice and legislation
- To maintain and extend personal knowledge and expertise in all aspects of the role and to share information
- To attend all statutory and mandatory training as required

### **Health and Safety**

Under the provision of the Health and Safety at Work Act 1974, it is the duty of every employee:

To take reasonable care of themselves and others at work.

To co-operate with the hospice as far as is necessary to enable them to carry out their legal duty.

Not to intentionally or recklessly interfere with anything provided, including personal, protective equipment for health and safety or welfare at work.

### **Scope of Job Description**

This job description reflects the immediate requirements and objectives of this post. It is not an exhaustive list of the duties, but gives a general indication of work undertaken which may vary in detail in the light of changing demands and priorities. Substantive changes will be carried out in consultation with the postholder.

This job description is subject to periodic review and amendment.

## PERSON SPECIFICATION

<b>Online Assistant</b>		
<b>Criteria</b>		<b>How Evidenced &amp; Assessed</b>
<b>Qualifications and Training</b>		
<ul style="list-style-type: none"> <li>▪ Good standard of numeracy and literacy commensurate with GCSE Grade c or above in Maths and English</li> <li>▪ Formal IT Training qualification or extensive experience of working with computers</li> </ul>	E E	A A
<b>Knowledge, Skills and Experience</b>		
<ul style="list-style-type: none"> <li>▪ Comprehensive knowledge of internet trading and the available options</li> <li>▪ Numerical and analytical skills</li> <li>▪ Experience of being able to identify and source suitable on line trading stock</li> <li>▪ Experience of selling on-line</li> <li>▪ Experience of successfully managing the despatching of on line retail products</li> <li>▪ Understanding and ability to obtain accurate valuations for one off items</li> <li>▪ Awareness and ability to photograph and present items to maximise their value</li> <li>▪ Working knowledge of Microsoft suite of programmes</li> <li>▪ Experience in the charity retail sector</li> <li>▪ Experience of working with volunteers</li> <li>▪ Experience of supervising other workers</li> <li>▪ Experience deputising in the absence of a manager</li> <li>▪ Working knowledge of Retail EPOS systems</li> <li>▪ Experience of applying health &amp; safety and fire safety provisions in a retail/warehouse environment</li> </ul>	E E E E D D D D D D D D D D	A/I A/I A/I A/I A/I A/I A/I A/I A/I A/I A/I A/I A/I A/I
<b>Communication and people skills</b>		
<ul style="list-style-type: none"> <li>▪ Strong verbal and written communication skills</li> <li>▪ Team working skills</li> <li>▪ Experience of equality and diversity</li> <li>▪ Experience of recognising and valuing the contribution of others</li> <li>▪ Highly collaborative and team-focussed</li> </ul>	E E E E E	I I I I I
<b>Organisational Skills</b>		
<ul style="list-style-type: none"> <li>▪ Ability to work on own initiative and to tight deadlines</li> <li>▪ Well organised, with the ability to prioritise immediate tasks</li> </ul>	E E	A/I A/I
<b>Other Requirements</b>		
<ul style="list-style-type: none"> <li>▪ Recognise the implication of working within a charity</li> <li>▪ Flexibility and open mindedness</li> <li>▪ Personal resilience and the ability to respond to change</li> <li>▪ Passionate with a 'can do' attitude</li> <li>▪ Ability to regularly travel to and between our various locations by acceptable transport</li> </ul>	E E E E E	I I I I A/I

**Key: E = Essential                      D = Desirable**  
**A = Application Form                I = Interview**