

Job Description



Job Title:	E-Commerce Administrator
Reports to:	E-Commerce Assistant
Location:	E-Commerce Office (Radcliffe)
Purpose of Role:	To support with administrative duties within the E-Commerce team, enhancing operational efficiency with the aim of maximising income generation
Hours:	25 (to be worked flexibly Monday - Friday)
Salary:	National Minimum Wage

MAIN DUTIES & RESPONSIBILITIES

- To complete administrative tasks involved in the day-to-day E-Commerce operations i.e. paperwork, filing, data input, photographing, listing and uploading items for sale
- Ensure that stock is organised and arranged to allow for preparation and planning of items to be photographed and listed online for sale
- To support with the secure packaging and shipping of items sold
- To provide a high level of customer service, dealing with queries and escalating these if required
- Work as part of a team alongside employees and volunteers to ensure that operations run efficiently

ORGANISATIONAL RESPONSIBILITIES

- To adhere to all Bury Hospice standards, policies and procedures
- To take responsibility for own personal learning and development, and to support the learning and development of others and the organisation as a whole; a commitment to completing all training required and refreshing training as appropriate
- To conduct all work in a manner reflective of the organisational values and behaviours
- To comply with General Data Protection Regulation (GDPR); an understanding of and commitment to the appropriate handling of all confidential data
- To raise and escalate any safeguarding concerns appropriately and in accordance with Bury Hospice's Safeguarding Policy

- To implement Bury Hospice's Health & Safety policy, ensuring all duties are carried out using safe and appropriate working practices in adherence with statutory regulations and guidelines
- To follow Hospice processes in relation to incident reporting with the understanding that this enables continual learning and improvement across all operations
- To protect service users, visitors, employees and volunteers by observing Infection Prevention and Control policies and procedures
- To embrace the organisational culture of volunteering and to understand the responsibilities of all employees in relation to role managing volunteers
- To organise your own work and to ensure that it is accurate, meeting all quality targets and required deadlines

This job description is not exhaustive and serves only to highlight the main requirements of the role. The line manager may stipulate other reasonable requirements; the job description will be reviewed regularly and may be subject to change.

Person Specification



It will be determined whether an applicant meets all of the required criteria from a combination of information provided during the initial application and interview process.

ATTRIBUTES	ESSENTIAL	DESIRABLE
EDUCATION & QUALIFICATIONS	<ul style="list-style-type: none"> • Good standard of education to A Level / NVQ Level 3 equivalent 	
SKILLS & EXPERIENCE	<ul style="list-style-type: none"> • Competent with Microsoft Office packages including Word, Excel and Outlook • An understanding of data protection and the meaning of confidentiality • Excellent communication skills; an ability to communicate effectively face-to-face, over the phone and through email / letter 	<ul style="list-style-type: none"> • Experience of selling goods online, either commercially or personally • Experience of administration work within an office environment
PERSONAL ATTRIBUTES & QUALITIES	<ul style="list-style-type: none"> • Ability to work as part of a team, as well as a confidence to use own initiative and work independently • Organised approach to work and an ability to adapt in order to meet deadlines and changing demands of workload • Commitment to and understanding of equal opportunities • Passion for the ethos of Bury Hospice, with demonstrated interest and enthusiasm of the vision and values of the organisation • Ability to work flexibly to meet operational needs 	

PRE-EMPLOYMENT CHECK

Upon offer of employment this post will be subject to satisfactory references.