E-commerce Manager 

PERSON SPECIFICATION – Educational qualifications, skills & experience

ESSENTIAL

The post holder must have the following:

* eBay selling experience on a professional level eg with another charity or as a business.
* Good general level of education to GCSE standard or equivalent
* Full, clean driving license.
* Excellent customer care skills with the ability to handle difficult & sensitive situations.
* Experience of cash handling and financial management procedures (inc completion of sales records).
* IT literate and skilled in MS Office applications.
* Good planning, organisational and time management.
* Willingness to learn and acquire new skills through training and development.
* Excellent communication (verbal and written)
* Sound judgement and decision making.
* Ability to establish and maintain good working relationships with colleagues at all levels.
* A positive, proactive attitude and willingness to work with members of the public, staff and volunteers.
* Understanding of the RSPCA’s aims and policies. A basic knowledge and willingness to learn about the RSPCA structure, guidelines particularly on a local level.

DESIRABLE

* Experience of other online selling portals.
* Experience of working with and recruiting volunteers.
* Experience of managing budgets and accounts.