

JOB DESCRIPTION

JOB TITLE	FULL TIME E-commerce Manager
CONTRACT	PERMANENT (Initial 6mth probationary period)
REPORTING TO	BRANCH MANAGER
HOURS	40 HOURS PER WEEK sickness & holiday cover as required.
SALARY & CONDITIONS OF SERVICE	£26972.23 conditions as in contract of employment

ABOUT THE RSPCA NOTTINGHAM AND NOTTS

The RSPCA Nottingham and Notts is a self-funding branch of the RSPCA. We work under the guidance of the National RSPCA (England & Wales) but are financially independent and are governed by a voluntary board of trust. The branch assists Inspectors and is responsible for the veterinary care and housing and rehoming of animals. We currently have a charity shop and eBay, the profits from which are used to fund the vital work we do,

ABOUT THE ROLE:

We are looking for a highly motivated person to manage and expand our established eBay shop. This is a fast-paced role physically based here at the branch office in Eastwood, Nottingham. The successful candidate would have previous experience on a professional level (working for another charity or as a business) in online selling to maximise sales and profit for this RSPCA branch.

SPECIFIC DUTIES & RESPONSIBILITIES:

- Manage the sales of donated goods on eBay and other permitted sales website.
- Ensure a high standard of product listing and photograph all products in an attractive and appealing way including specifically detailing defects/damage.
- Create interesting and accurate products descriptions.
- Organise the purchasing of postage/package materials.
- Manage relationships with distribution, courier and postage providers.
- Undertake day to day administration of and track of eBay.
- Ensure adherence to the selling regulations and the branch returns policy.
- Be pro-active in the generation of donated stock, managing stock collections efficiently.

- Work with our Retail Manager in collaboration to ensure the maximum value of an item can be attained.
- Process donated stock to the agreed standards and timescales.
- Use online resources to value and identify stock.
- Complete day to day financial management of the eBay and PayPal accounts. Working to meet income/expenditure targets.
- Maintain financial records ensuring monies are banked securely and regularly.
- Bring to the attention of the branch manager any issues or concerns about the eBay shop or budget over runs.
- Make sure all equipment is well maintained and any damage or necessary repairs are reported.
- Maintain a high level of online/on premises data security as required by General Data Protection Regulations (GDPR). Be responsible for securing work environment when exiting the eBay hub/ building.
- Actively promote all branch and society initiatives and campaigns promoting awareness of the charity.
- To be aware of the requirements of the **Health and Safety at Work Act (HSWA) 1974** To ensure that all health & safety requirements required by law in the working environment are met.
- Be comfortable with working solo (following the branch 'Lone worker policy') & also to work alongside our small established team.
- To perform and support with any other relevant duties as required.

This position will require a considerable amount of lifting as well as loading and unloading vehicles. Progressing forward, you will be required to recruit and manage volunteers to assist with the expansion of the branches selling platforms.

This job description may be amended and updated periodically in consultation with the post holder.