RSPCA NOTTINGHAM

Charity Online Shopping Manager

PERSON SPECIFICATION – Educational qualifications, skills & experience

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ESSENTIAL

The post holder must have the following:

- eBay selling experience preferably with another charity or on a business level but not essential.
- 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 including 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

- Familiarity with other online shopping platforms.
- Experience of working with and recruiting volunteers.

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