

VACANCY

eBay Co-ordinator

Department: Retail

Reports to: Senior Retail Manager

Direct Reports: None

Designation: Permanent (5) Post Holder

Salary: Up to £10.00 per hour dependent on experience

Hours: part time (20 hours). Working hours are 4 hours per day Monday to Friday between 9am and 5pm.

Benefits / Equipment:

Annually 28 days holiday inc. Bank Holidays (244 hours Pro rata for part time employees)

Access to Newlife Pension Scheme

Staff discount, following 12 weeks service

Access to Childcare Voucher Scheme

Health Cash Plan at level 1, post probation

Mileage reimbursed for Company travel

About Newlife:

Newlife's mission is to save and change the lives of disabled and terminally ill children, across the UK.

We have over 25 years of success and we continue to help disabled children and their families, by funding:

- Free national Nurse manned helpline
- Specialist equipment grants
- Emergency equipment loans
- Child health research
- Action to campaign for change
- A 'training into work' opportunity for disabled adults
- Environmental protection

You can find out more about Newlife the Charity for Disabled Children by visiting our website: www.newlifecharity.co.uk

Post Summary:

The eBay Co-ordinator role in Newlife is unique, in that it allows you to create the extraordinary by driving sales on eBay to generate money for Disabled Children. Our stores are not charity shops but instead a haven for bargain hunters and savvy fashionista shoppers that wish to buy well-known brands at discount prices. No two days are the same, as due to the nature of the business the product type can change therefore you have to be a quick thinker and be fast on your feet to drive sales. You must be commercially minded, people orientated, deliver operational excellence and put the customer first at all times.

The organisation culture is based on a clear Mission, Vision and Values (MVV) which you will role model at all times.

You will need to have a passion for premium brands, previous experience working with a variety of product, both fashion and non-fashion and be able to work alongside and operate effectively with a variety of central support departments. You will maximise retail sales and profit through the effective day to day management of eBay. You will need to use your creative imagination to merchandise the sales often thinking of 'solutions out of the box'.

We are looking for someone with passion for both retail and generating money for disabled children, has strong operational experience (database management, research on prices, listing product and postage), ability to drive sales and profit, good communication skills, self-confidence and the ability to engage quickly with and motivate a diverse team.

You will also need to be flexible in your approach to work to manage events which may be held on late nights or weekends.

If you feel you have the essential (must have) requirements and can also demonstrate a significant number of points from the desired (could have) requirements shown, please apply.

Essential Requirements:

- Experience of using eBay.
- An interest in premium brands and fashion.
- Comfortable to conduct research to establish market price and identify any issues (i.e. exclusive lines or risk to the business of a possible fake product).
- Previous experience working with a variety of product, both fashion and non-fashion.
- Strong operational experience (research on prices, listing product and postage).
- Good IT skills.
- Comfortable to list the feature and benefits of product and establish a minimum price.
- Develop new Business to Business sales events or opportunities.
- Commercial acumen to drive sales.
- Confident to communicate effectively with the customer via writing or face to face contact including respond to and resolving customer complaints.
- Ability to work alone but also a consistent team player with a supportive and motivational approach.
- Passionate, enthusiastic and self-driven individual who can use their initiative and prioritise a challenging workload to meet deadlines.
- Excellent communication skills; able to engage at all levels quickly and confident.
- Able to create and maintain records to provide accurate reporting on sales activities therefore attention to detail is required.
- Strong analytical skills.
- Excellent administrative, multi-tasking and organisational skills.
- A 'problem solving' approach.
- Desire to work flexibly to achieve own objectives.
- Access to a car and a relatively clean driving licence.

Desirable Requirements:

- Experience of E-Bay and Amazon on a commercial basis

Primary Responsibilities:

In respect of Newlife you will have responsibility for:

Compassion

- Ensuring eBay and ways of working is reflective of the Mission, Vision and Values (MVV) by role modeling the behaviors at all times.
- Showing resilience, taking feedback on board and delivering any feedback in a positive way.
- Knowing when it's appropriate to drive forward own views, provide challenge or when to let things go.
- Living and breathing KPI's: takes a resilient approach, knows when to adopt their approach.
- Reporting any deficiencies in area of work which detrimentally affect the customer experience or puts any staff, contractors, visitors or customers at risk.

- Adhering to all Health and Safety policies and procedures and use all equipment in a safe and appropriate manner.
- Demonstrating diligence for safeguarding stock, equipment, consumables including management of entry/exit points, assisting with security checks where required.

Make things happen

- Strive to exceed the Online KPI targets, constantly thinking of new ways to drive sales, conversion, feedback, followers and profit.
- Be responsible for the day to day responsibility for trading the eBay site including listings, maintaining a set number of listings, sales, refunds, questions via email or phone calls regarding the product and posting items out to the customer.
- Quickly analysing trading patterns with sufficient level of detail to ensure appropriate action is taken.
- Identifying promotional/marketing opportunities and evaluates the traffic, stock and sales implications of the proposed activity.
- Recording and maintaining the stock database.
- Creating energy and pace.
- Proactively seeking, anticipating and responding to shifts in fashion trends to creatively and commercially provide new sales opportunities.
- Feedback in a positive constructive manner opportunities related to: events, stock (depth and width), marketing, promotions and service.

Leading in the field

- Supporting with planning and the delivery of the online trading strategy.
- Identifying product opportunities and analyse shopping trends and behavior.
- Retaining a strong market and customer focus in all activity, building a good understanding of Online competition and the Online customer
- Delivering operational excellence in all processes: stockrooms, database management and work area.
- Managing stock release of desirable / premium brands to create bounce back and excitement.
- Self-aware and proactive about your own development.
- Identifying local opportunities for events with a Business to Business approach.
- Deliver visual excellence with all pictures of the garments.
- Ensuring completion of any relevant reports and operational administration.

People at our heart

- Work effectively with a number of support departments.
- Create a mentality of Customer First at all times, ensuring customer first and task second.
- Deliver a high standard of silent service.
- Resolve customer complaints to achieve win: win for both Newlife and the Customer.
- Effective communication between yourself and the Senior Retail Manager: take a partnership approach.

Additional Responsibilities / Expectations:

- Work in accordance with all internal policies and procedures.
- Adhere to all Health and Safety policies and procedures and use all equipment in a safe and appropriate manner.
- Always compassionate and deserving of trust.
- Willingness to train and develop as required.
- Willingness to commit to our policies around equality and diversity.
- The commitment to be part of the culture of what makes Newlife different and successful.
- Ability to build good appropriate relationships with people at all levels while maintaining confidentiality and respect of your colleagues.
- Any other duties as required from time to time.

Notes:

All offers of employment will be made subject to satisfactory references being received.

All Newlife roles are subject to a 6 months probationary period.

Our Values:

- Always compassionate and deserving of trust - in all we do.
- Making things happen - for those we serve.
- Leading in our field - to make things better.

- People at our heart - every day.

Interested?

Find out more about Newlife by visiting www.newlifecharity.co.uk and www.newlifestores.co.uk/landing/ or see what current employees say by visiting www.newlifecharity.co.uk/docs/about/employment.shtml

To apply:

Submit a Newlife Application Form which is available from our website, by calling The People Team (01543 431495) or by visiting the SuperStore in Cannock, via online submission, by email to peopleteam@newlifecharity.co.uk or by post to Newlife Centre, Hemlock Way, Cannock, Staffs, WS11 7GF. Alternatively you can send us your CV.

If you have any problems with completing the application form or would like further information please email or call the People Team.

Newlife the Charity for Disabled Children is an Equal Opportunities Employer and a Disability Confident Employer.

Other Info:

Newlife the Charity for Disabled Children - Registered Charity Number: 1170125 in England & Wales

