

JOB DESCRIPTION

JOB TITLE: eCommerce Retail Manager

ACCOUNTABLE TO: Head of Retail

Retail Leadership Team

LINE MANAGEMENT RESPONSIBILITY: Deputy eCommerce Retail Manager

JOB ROLE: To be responsible for day to day running of the eCommerce operation ensuring efficient and effective management of staff, premises and stock to provide a high-quality online retail service

DUTIES AND RESPONSIBILITIES

Commercial and Operational:

1. Initial set up of eCommerce shop for AGEUK LS&R including full listing of all stock available. Then ensuring the online shop is well stocked at all times.
2. Deliver daily and weekly sales in line with target.
3. Ensure donated stock with Gift Aid is captured when selling on this platform.
4. Ensure the retail presentation of the online shop is to the required standard. All stock is well photographed to obtain the best price possible.
5. Manage stock levels in accordance with the process set out in the operations manual.
6. Have an effective process in place to track stock that arrives from shops.
7. Ensure the working environment is always clean and tidy.
8. Effective completion of all paperwork related to the online shop including reporting of all transactions on a daily and weekly basis.
9. Work with finance to ensure shops get credited with the sales from the items they have sent.
10. Assist in the delivery of customer care, ensuring the needs of the customer are always adhered to, ensuring customer complaints are dealt with effectively and efficiently.

11. Adhere to all recruitment/selection and development processes of staff and volunteers in line with Age UK Leicester Shire and Rutland's policies and procedures.
12. Create opportunities and introduce ideas and promotions to drive the shop forward in consultation with the retail leadership team.
13. When required, be flexible to support shops with cover.
14. Ensure communication expectations are met. Keep up to date with all emails and ensure replies are prompt.
15. Full compliance of all processes detailed in the operations manual.
16. All shops to be open in line with trading hours. Shops to be open promptly and to close on time.
17. The management team are responsible for ensuring shops trade as required. Any sickness needs to be covered by the shop as does annual leave.
18. Demonstrate an awareness and understanding of all Age UK Leicester Shire and Rutland's policies and procedures.
19. The management team are responsible for ensuring shops trade as required. Any sickness needs to be covered by the shop as does annual leave.
20. Any other duties that may reasonably fall within the purview of the job.

Training and Development

1. Participate in training and development as required and evaluate the training needs accordingly.
2. Completion of mandatory training in shops.

Health and Safety

1. Adhere to all policies in relation to health and safety and ensure the necessary training needs are met, to assist with the provision of risk assessments within the workplace environment.
2. Support with the roll out of the new H&S programme.
3. Ensure all shops are a safe place to work and at no times are the staff, volunteers or customers are put at risk of injury or harm.
4. Manage the maintenance issues in shops.

Behaviours:

1. Always demonstrates professional behaviour.
2. Leads the team of staff and volunteers with enthusiasm. Goes the extra mile to ensure the volunteers have a positive place of work.
3. Adopts a can-do attitude to the daily challenges within the retail environment. Comes up with solutions to problems or issues and won't allow concerns to go unresolved.
4. Works as a team player within the shop as well as part of the wider area.
5. Be flexible and embrace new ways of working if they have been proven to improve sales and operations.

Working Practices/General

1. As well as the Health & Safety policies and procedures above, adhere to and implement all other Age UK Leicester Shire & Rutland's policies and procedures as well as the Personal Care Policies if relevant to your role.

Details of these and other Age UK Leicester Shire & Rutland policies can be found in <F:\COMMUNAL FOLDER\POLICIES> or on the Select HR self-service portal.

2. Age UK Leicester Shire & Rutland is committed to its charitable aims, and fundraises in order to provide accessible services for the older people of Leicester, Leicestershire and Rutland. Age UK Leicester Shire & Rutland expects all its employees to partake, when possible, in events which support these charitable aims.
3. Age UK Leicester Shire & Rutland expects all staff to have basic IT skills to enable them to use the systems within the organisation and have a willingness to embrace new technology as it is introduced. Training will be provided to staff who require it.

This Job Description sets out the responsibilities of the post at the time it was drawn up. Such responsibilities may vary from time to time without changing the general character of the post or level of responsibility entailed. Variations are a common occurrence and do not of themselves constitute additional responsibilities.

Signed: _____ Date _____

Please print name: _____

