

Charity Online Sales Assistant

About the organisation

Age UK Lincolnshire is an independent local charity, part of the Age UK brand partnership. We are a fast paced, forward thinking and friendly organisation, supporting more than 6000 people every month. Based at our activity centre on Park Street in Lincoln, we support clients right across the county through activities, social groups and the many services we provide.

Our vision – **a world where older people flourish** – is delivered in the pursuit of our strategic priorities and values:

To improve the lives of older people

Caring & Understanding

To increase our organisation's financial sustainability and contribution to the local economy

Dedicated & Passionate

To be leaders in providing high quality services and achieve customer excellence

Dignity & Respect

To be a partner of choice

Independence

To be an employer of choice for staff and volunteers

Compassionate

We employ more than 260 people in 19 different departments who are supported by more than 150 volunteers. As we continue to grow as an organisation, we are looking for the right people to join us. If you're motivated by our vision, believe in our strategic priorities and embody our values in everything you do, why not apply for a role at Age UK Lincolnshire.

Our recruitment and selection process

All candidates are required to complete our application form to ensure a fair and consistent process; CVs will not be accepted.

The questions we ask are designed to capture the key information about your employment history and the skills and qualifications you have gained whilst at work or in education. We encourage applicants to use the job description and person specification when completing their application to demonstrate they understand the role for which they are applying.

Applications are sent to the hiring managers for short listing once the job advert has closed. In some cases, your application may be sent before the closing date if a sufficient number of applications are received. We are unable to provide feedback on any application received by the organisation.

Job Description

Job title:	Charity Online Sales & Logistics Assistant
Department:	Retail
Location:	Based in Horncastle with travel to our other store locations
Hours of work:	12 Hours per week
Contact:	Permanent
Responsible to:	Retail Manager
Job purpose:	We are seeking a motivated and detail-oriented Part-Time Online Sales & Logistics Assistant to support our growing online store and logistical operations. You'll play a key role in ensuring smooth day-to-day operations, creating product listings, customer service, and order fulfilment. Additionally, you will be responsible for coordinating the booking and scheduling of donation deliveries and collections, ensuring efficient and timely service for donors and customers.

Key Responsibilities:

- Manage and update product listings across e-commerce platforms (e.g., Shopify, Vinted, eBay, Etsy).
- Process orders, handle returns, and respond to customer inquiries professionally.
- Monitor stock levels and assist with inventory control, pricing, and disposal of unsold items.
- Coordinate booking and scheduling of furniture deliveries and collections.
- Promote Gift Aid and process donation paperwork.
- Maintain a clean, safe, and secure sales office environment.
- Support promotional campaigns and track sales performance.
- Travel to other sites for training, collections, and stock transfers as needed.
- Ensure compliance with Age UK Lincolnshire's policies, including health and safety.
- Promote the charity and provide accurate service information to the public.
- Any other duties which are consistent with the duties and responsibilities of the post with a focus on generating unrestricted income for the benefit of older people living in Lincoln and South Lincolnshire.

Person Specification

E	Essential	D	Desirable	A	Application	I	Interview
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Experience

Experience in online retail or e-commerce platforms	E	A/I
Experience coordinating logistics such as booking and scheduling deliveries and collections	E	A/I
Customer service experience, including handling inquiries and resolving issues	E	A/I
Experience working in a team-oriented environment	D	A/I

Knowledge

Understanding of e-commerce systems and online sales processes	E	A/I
Knowledge of logistics coordination and delivery scheduling	D	A/I
Familiarity with inventory management and stock control	D	A/I
Awareness of health and safety practices related to manual handling and delivery operations	E	A/I

Education & Qualifications

Good standard of general education, including GCSE grade C or higher in literacy and numeracy.	E	A/I
Knowledge of IT systems, particularly with Word processing, spreadsheets and data bases.	E	A/I
Evidence of training and ongoing development.	D	A/I

Personal Qualities

Excellent organisational and time management skills	E	I
Strong communication and interpersonal abilities	E	I
Attention to detail and accuracy in handling orders and logistics	E	I
Ability to work independently and manage multiple tasks	E	A/I
Flexible approach and availability - flexibility in the working hours will be required.	E	A/I
Commitment to the values and mission of Age UK Lincolnshire	E	A/I

Additional Information

Flexibility

As per your contract flexibility for working hours is required. As part of the role you will be expected to work weekends and Bank Holidays when requested.

Using your car

It is an essential requirement to have a full UK driving licence with access to your own car. You must provide your driving licence, proof of vehicle insurance with business use and the make, model and colour of your vehicle should you use your car.

Mileage

We pay 45p per mile up to 10,000 miles and a reduced rate thereafter.

Probation Period

All employees are subject to a six-month probationary period.

DBS (Disclosure & Barring Service)

This post requires a satisfactory basic DBS check.

Conditions of Employment

- Receipt of two satisfactory references (one must be a professional reference from your current or most recent employer; neither may be related to you)
- Proof of your right to work in the UK (please visit <https://www.gov.uk/prove-right-to-work> to find out what documents we can accept as proof of identity)
- A satisfactory basic certificate issued by the Disclosure and Barring Service (please visit <https://www.gov.uk/government/publications/dbs-identity-checking-guidelines/id-checkingguidelines-for-standardenhanced-dbs-check-applications-from-1-july-2021#group-1-primaryidentity-documents> to find out what documents we can accept as proof of identity)

To find out more about this role please email HR@ageuklsl.org.uk or call 01522 696 000 and ask to speak to a member of the HR team.