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| **Ebay Assistant Job Description** |

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| **Job Title:** | Ebay Assistant |
| **Reporting to:** | Internet sales Manager |
| **Responsible for:** | N/A |
| **Location:** | RSPCA Halifax, Huddersfield, Bradford & District Branch Charity Shops |

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| **Job Purpose**: |
| To assist the development the RSPCA Halifax, Huddersfield & District Branch eBay operation to ensure that it delivers on profit and customer service.  To achieve agreed listing targets and by maximising sales by following required listing targets.  To provide holiday cover for listing and despatch for any branch eBay accounts across 2 locations |
| **About the Department and role:** |
| The RSPCA Halifax, Huddersfield, Bradford & District Branch is an independent branch of the RSPCA. Our Animal Centre cares for, rehabilitates, and rehomes hundreds of cats, dogs and small animals each year. The RSPCA Halifax, Huddersfield, Bradford & District never puts a healthy animal to sleep.  The RSPCA Halifax, Huddersfield, Bradford & District Branch rehabilitates and rehomes approximately 800 animals each year from our animal centre in Halifax.  The Branch has 9 Charity Shops and an eBay shop. The profits from which are used to support our animal centre.  The Ebay listers role includes:   * **Ebay Sales** – Maximising income from donated stock listed on eBay ensuring the highest standards of listing and photography. * **People** – Working closely with staff, volunteers, and other branch departments to promote a collaborative culture. * **Financial procedures** - Adhere to financial procedures laid down by the Branch Manager and Finance manager to ensure maximum economy of resources and achieve best value for money.      * **Volunteers** – Work alongside volunteers, help them feel supported, respected, and valued and become an asset to the eBay shop. * **Health and Safety** - Ensure that all the Health & Safety requirements required by law in the charity shop are met. * **Security** - Maintain security of the charity shop buildings, contents and data as required by the General Data Protection Regulations. |
| **Specific responsibilities** |
| Create accurate and inviting product listings on eBay and other permitted sales websites.  Ensure a high standard of product listing using pre agreed listing templates and sales tools.  Photograph all products in an attractive and appealing way to ensure all aspects of a product are featured in any listing including defects and damage.  Create interesting and accurate product descriptions.  Organise the purchasing of postage materials and any other materials required.  Ensure all package procedures are followed so that items sold are safely packed and are delivered on time and undamaged.  Ensure adherence to the distance selling regulations and the branch returns policy.  Provide feedback to the internet sales manager on saleability of items donated to ebay.to increase revenues via eBay  Process donated stock to the agreed standards and timescales.  Ensure high levels of customer service are maintained.  Use online resources to research value and identify stock suitable for sale. |
| **People**  Recruit, train, manage and support staff & volunteers to assist with eBay order processing.  Manage the arrangement of staff & volunteer rotas to meet the needs of the charity shop, ensuring that the level of volunteers is sufficient to operate an effective charity shop operation.  Ensure that appropriate HR policies and procedures are adhered to in compliance with the relevant employment legislation and branch employment policies and procedures, seeking guidance from the Retail Business Manager and senior management as required.  Hold regular team meetings.  Promote good staff and volunteer relationships.  Follow and promote Branch values and behaviours. |
| **Finance & Administration**  Complete day to day financial management of the eBay& PayPal accounts, working to meet eBay income / expenditure targets.  Maintain financial records (within eBay and PayPal) as directed.  Bring to the attention of the internet sales manager any issues or concerns about the eBay  Compliance with the Branch Finance Policy. |
| **Security of Buildings & Equipment**  Assume responsibility for the warehouse premises including key holding.  Minimise stock loss.  Ensure all equipment is well maintained and any damage and necessary repairs are reported. |
| **Health and Safety**  Ensure the health and safety of staff, volunteers and the general public in your eBay department.  Ensure the appropriate standards of cleanliness are maintained throughout the eBay warehouse including the stock processing area, offices and communal areas.  Ensure compliance with the branch’s health and safety policy (including fire safety, risk assessments and security procedures) and relevant legislation. |
| **General**  Attend management meetings and training courses as requested.  Actively promote all branch & society initiatives and campaigns to promote awareness of the charity.  Attend AGM and fundraising events as required.  To carry out such other tasks as directed by the Charity Shops Area Manager. |

**Person Specification**

**ES = Essential, D = Desirable, A = Application Form, I = Interview, E = Exercise/Practical Assessment**

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| **Person specification:** | **How assessed** | | | | |
| **Educational qualification, skills, experience and behaviours** | **ES** | **D** | **A** | **I** | **E** |
| Good general level of education to GCSE standard or equivalent |  |  | A |  |  |
| A levels or higher |  |  | A |  |  |
| First aid Trained |  |  | A |  |  |
| Comprehensive eBay selling experience |  |  | A | I |  |
| Experience of online selling portals |  |  | A | I |  |
| Excellent customer care skills with the ability to handle difficult and sensitive situations |  |  | A | I |  |
| Experience of working with and recruiting volunteers |  |  | A | I |  |
| IT literate and skilled in MS Office applications |  |  | A | I | E |
| Good Planning, organisational and time management skills |  |  |  | I |  |
| Willingness to learn and acquire new skills through training and development |  |  |  | i |  |
| Excellent communication and interpersonal skills (verbal and written) |  |  | A | I | E |
| Sound judgement and decision making |  |  | A | I | E |
| Ability to establish and maintain good working relationships with colleagues at all levels |  |  |  | I | E |
| A positive and proactive attitude and willingness to work with members of the public, staff, and volunteers |  |  | A | I |  |
| Willing and able to travel around the Branch area and work at other locations if required |  |  |  |  |  |
| Sympathy with the RSPCA’s aims and policies |  |  |  |  |  |
| Full, clean manual UK driving licence. |  |  | A |  |  |

A = Application

I = Interview

E = Exercise