

## Job Description

<b>Job Title</b>	<b>E-Trading Assistant</b>
<b>Job Purpose</b>	Provide an additional income stream from online sales.
<b>Responsible to</b>	E-Trading Supervisor
<b>Working with</b>	Primary: E-Trading Team, Secondary: Retail group staff and volunteers
<b>Responsible for</b>	All Internet-based and online auction selling
<b>Hours and salary</b>	35 Hours per week (5 days out of 7) Flexible working considered.  Annual salary - £17,419
<b>Location</b>	Busher Walk, Kendal, Cumbria.

### Tasks and responsibilities

#### **Role of E- Trading assistant**

1. To be part of the team responsible for the operation of the online and auction selling within the charity.
- 2 To brief the E Trading Supervisor at regular agreed intervals on performance and progress of the activity of the income.
3. Maintain awareness of the work that Age UK South Lakeland is doing within the community.
4. Maintain and develop good relationships with local communities and organisations.
5. Assist the Partnership Development Manager and Head of Retail when required

#### **Optimising Sales**

1. To ensure that sales targets set by the Head of Retail
2. To ensure all online selling activity targets are met set by the Head of Retail
3. To assist marketing campaigns and sales promotions to increase sales.

4. To work closely with all the shops in the retail group to maximise sales of rare and unusual items.
5. To ensure all feedback from customer is of a positive nature
6. To liaise with national/international auction houses to produce the maximum profit from an item.
7. Use EBay and our own dedicated website to maximise income
8. To research all items thoroughly and to the best of their ability

#### **Maintaining Effective Stock Management and Gift Aid income**

1. To ensure that donated goods are dealt with efficiently and in a safe manner
2. To ensure all gift aid tracking is completed to an accurate level
3. To control stock rotation.
4. Use courier services / postal services to optimise net income

#### **Time management and training**

1. To manage their own time in an efficient manner
2. Train and recruit new volunteers to assist in the day to day running of the e-trading business.
3. Foster a positive team spirit, communicate sales figures and better ways of working within your team.
4. Attend any training or meetings, as advised by the E Trading Supervisor.

#### **Administration**

1. Complete daily/weekly sales returns as requested by the E Trading Supervisor.
2. Ensure that banking and gift aid procedures are completed daily or when required within deadlines.
3. Adhere to all audit procedures set out by the Retail Manager/manuals.
4. Administer all internet accounts within charity guidelines