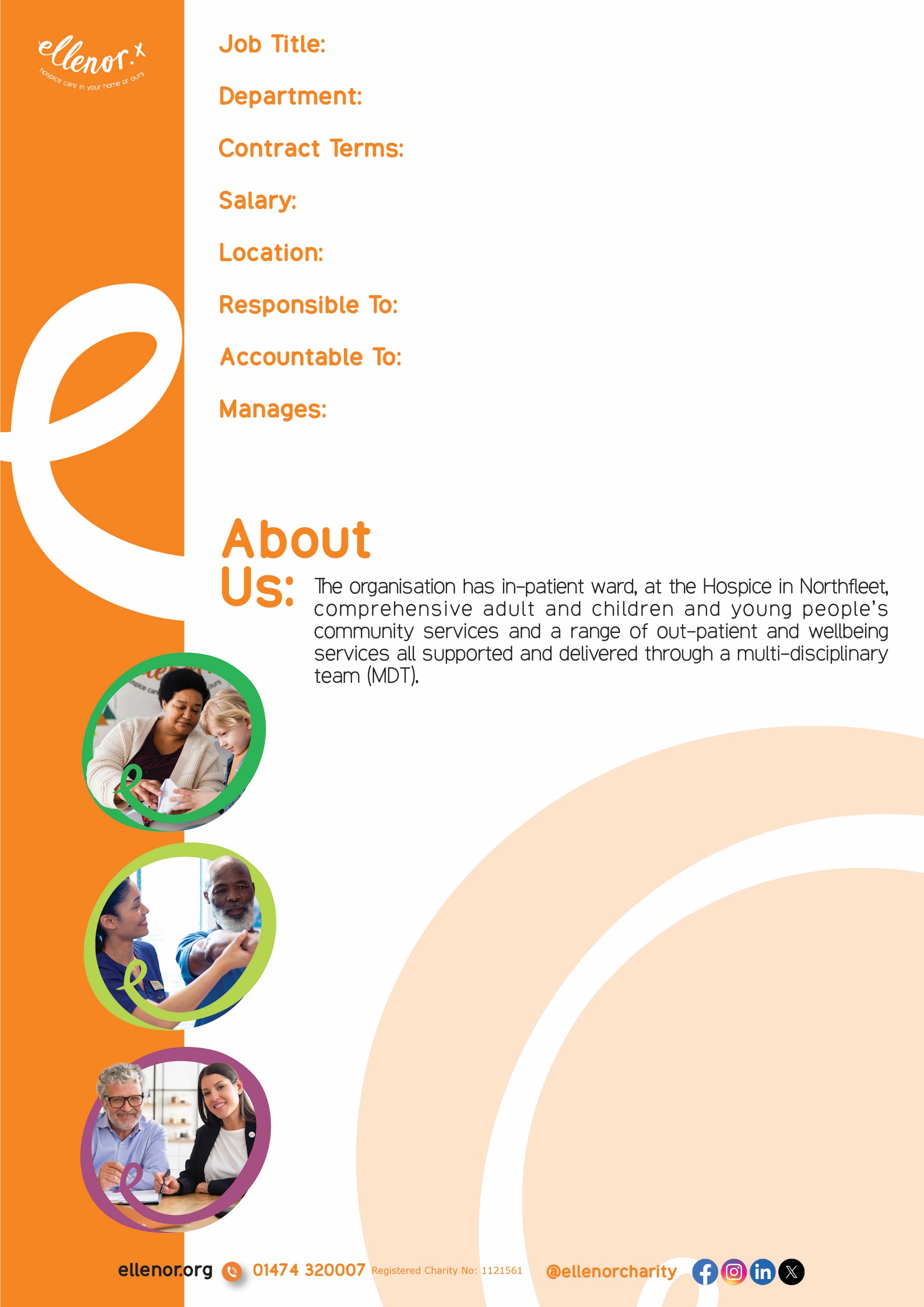


Ecommerce Manager



Ecommerce Manager

Unit 11, Canal Road, Gravesend, Kent, DA12 2PA

Volunteers

Director of Operations

Head of Retail

£25,959 to £29,217 (per annum)

Full time 37.5 hours (Monday–Sunday 8:30– 4:30 pm

Retail



**Role Purpose:**

The Ecommerce Manager will be responsible for the day-to-day operations and revenue generation of our ecommerce unit. This role involves effective management of resources, budgets, and personnel.

**Internal Key relationships**

* Warehouse management
* Distribution Team
* E-commerce team
* E-commerce volunteers

**External Key relationships**

* Logistics Partners
* Suppliers
* Service Providers

**Duties and Responsibilities:**

The duties outlined in this document are not definitive and may be changed in accordance with the needs of the organisation.



**Strategic Responsibilities**

* Collaborate closely with the Head of Retail to provide leadership and guidance, driving strategic direction and exceptional performance across all aspects of our warehouse operations.
* Develop, implement, and manage operational practices, systems, and controls to ensure efficient ecommerce operations, including financial and administrative compliance.
* Ensure your team is delivering per the strategic plan and in line with company policies and procedures.
* Enhance the efficiency and effectiveness of ecommerce operations, ensuring the visibility of charity messaging.
* Manage the expansion of our current e-commerce portfolio, overseeing all aspects from sourcing to setup, staff recruitment, and launch, in coordination with relevant stakeholders.
* Foster a culture of staff and volunteer empowerment and development in collaboration with HR, focusing on recruitment, management, and retention.
* Build strong relationships across the organisation to ensure integration of ecommerce operations with broader charity objectives and initiatives.
* Represent **ellenor** in the community, managing relationships effectively to achieve mutually beneficial outcomes.
* Stay informed about the ecommerce management market and local charitable activities, identifying market gaps and opportunities.
* Develop and maintain relations with external ecommerce volunteer support, chairing quarterly ecommerce working group meetings.

**Managerial:**

* Lead, support, and motivate the ecommerce team, managing performance and conduct issues as required.
* Implement structured data analysis for operations optimisation and monitor customer service standards.
* Oversee property management matters related to e-commerce, ensuring compliance and maintenance of property databases.
* Undertake any other tasks or responsibilities as requested by senior management.
* Ensure staff and volunteers are up to date with all mandatory and essential role training.
* Ensure staff and volunteers are compliant with health and safety policies and standards across ecommerce operations.

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**Governance:**

* Ensure all governance and compliance are followed across all sites regularly.
* Act as an ambassador for health and safety across the site and check safety standards.

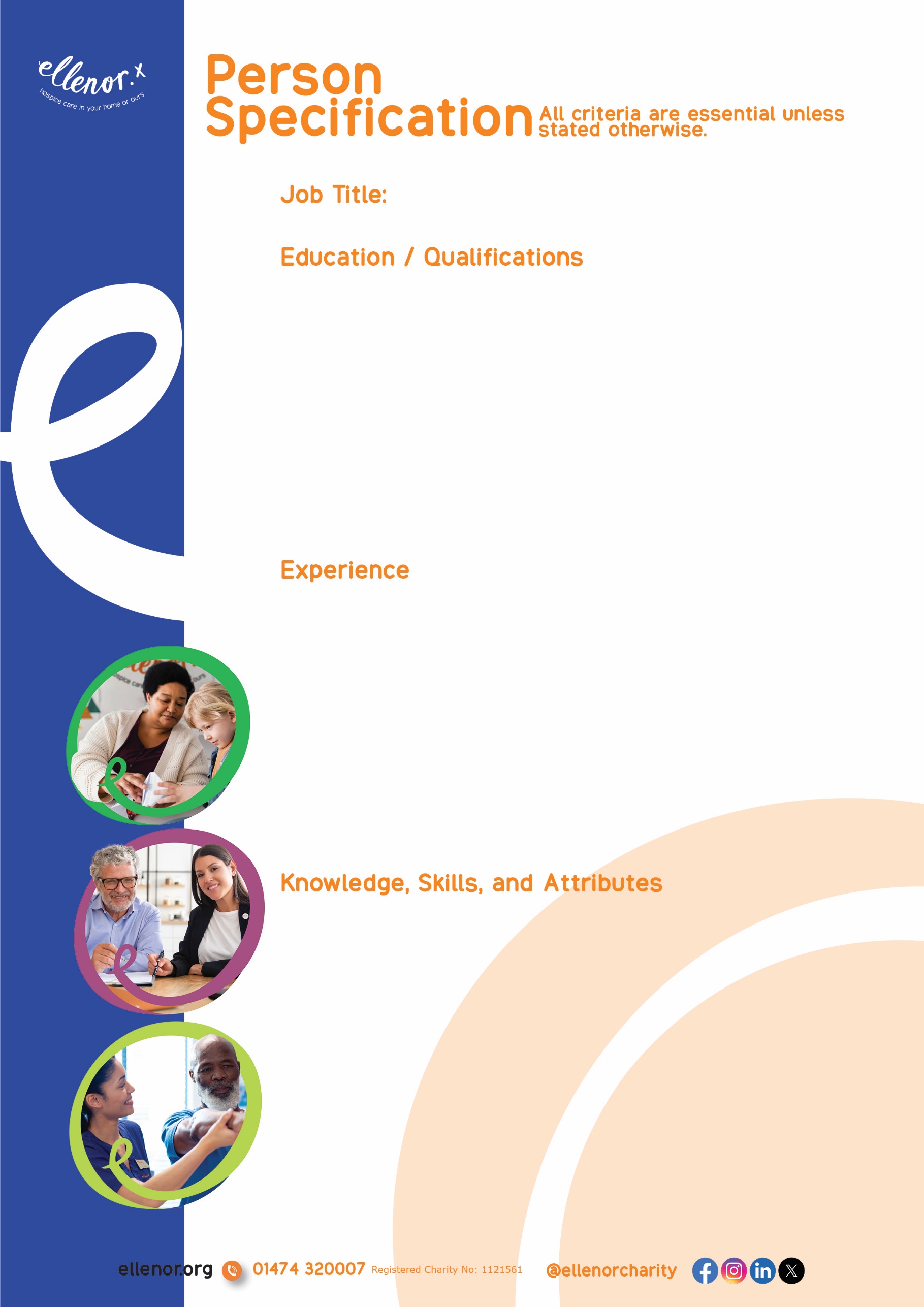
**Health and Safety**

The post holder has the responsibility to take reasonable care of self and others in relation to managing risk, health and safety and will be required to work within the appropriate policies and procedures.

This job description is not intended to be restrictive but is an outline of the main duties. The job description will be reviewed periodically to take into account developments in the organisation, department or role.

**General:**

* Adapts and develops in line with the changing needs of the role,
* Acts as an ambassador for **ellenor** in order to raise the profile of the organisation at a local, regional and national level, as required,
* To maintain up to date mandatory and essential to role training
* Works flexibly across sites and departments from time to time as may be requested by their managers,
* Undertakes other duties commensurate with the seniority of the post as may be requested by their managers,
* To follow all policies and procedures,
* To be aware of the staff values of the **ellenor** and to behave as a fit representative.



* Full UK Driving License and access to a vehicle
* Positive, self-motivated and committed to achieving results
* Flexibility and adaptability to change
* Resilient and able to work within a fast-paced environment
* Sound knowledge of digital marketing channels (Socials, eBay, email, etc)
* Exceptional customer service skills
* Demonstratable experience working in ecommerce
* Experience in warehouse operations
* Proven experience in managing budgets
* Good organisational and planning skills, with the ability to prioritise and manage own workload
* Good written and verbal skills with attention to detail and accuracy
* Experience using online selling platforms (such as ebay), product markets and pricing
* Educated to A level or equivalent qualification or experience

Ecommerce Manager