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Job Description

Ecommerce Manager

ellenor.org

 01474 320007

Registered Charity No: 1121561

[@ellenorcharity](https://www.instagram.com/ellenorcharity)



Job Title: Ecommerce Manager

Department: Retail

Contract Terms: Full time 37.5 hours (Monday – Sunday 8 – 4

Salary: £25,959 to £29,217 (per annum)

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

Responsible To: Head of Retail

Accountable To: Director of Operations

Manages: Volunteers

About Us:

The organisation has in-patient ward, at the Hospice in Northfleet, comprehensive adult and children and young people's community services and a range of out-patient and wellbeing services all supported and delivered through a multi-disciplinary team (MDT).



Scope and Job purpose

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.



Main Duties and Responsibilities

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.

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.

Person Specification

All criteria are essential unless stated otherwise.

Job Title: Ecommerce Manager

Education / Qualifications

- Educated to A level or equivalent qualification or experience

Experience

- 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
- Knowledge of product markets, pricing and

Knowledge, Skills, and Attributes

- Full UK Driving License
- 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



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