



*ellenor.*<sup>x</sup>  
hospice care in your home or ours

# Job Description

E-Commerce Assistant

[ellenor.org](https://ellenor.org)



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Registered Charity No: 1121561

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



**Job Title:** E-Commerce Assistant

**Department:** Retail

**Contract Terms:** Part Time, 22.5 Hours Per Week, 8.30 am to 4.30 pm Monday to Friday

**Salary:** £14,539.20 per annum

**Location:** Gravesend

**Responsible To:** Warehouse Manager

**Accountable To:** Director of Operations

**Manages:** Volunteers

## About

**Us:** **ellenor** is a Hospice charity in Gravesend supporting a core population of 270,000 people in North Kent and Bexley including over 45,000 adults aged 65 and above. Our Children's services extend to Bexley covering a population of around 250,000.

The organisation has an In-patient Ward, at the Hospice in Northfleet. The service also has adult, 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).

Our non-clinical teams play an essential role in supporting our charity. From our fundraising and supporter care team to our retail shops and warehouse operations, they help raise vital funds to further our mission. Our office teams ensure the smooth running of all departments, providing invaluable support to both staff and volunteers.

**Our Vision:** We are dedicated to enabling every person we support to have a seamless and personal experience, that meets their needs and wishes.

**Our Mission:** We are respecting patients' dignity and independence, providing quality care and supporting them and their families to live with life limiting illnesses in their homes or our Hospice.

**Our Values:** We are inclusive, we are caring, we are focused.



# Scope and Job Purpose:

## Role Purpose:

The Ecommerce Assistant will be responsible for supporting the Warehouse Manager with 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
- Retail Team

## External Key Relationships

- Logistics Partners
- Suppliers
- Service Providers





# 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 e-commerce 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 e-commerce 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 e-commerce operations with broader charity objectives and initiatives
- Represent ellenor in the community, managing relationships effectively to achieve mutually beneficial outcomes
- Stay informed about the e-commerce 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

## Operational Responsibilities:

- Collaborate with the Warehouse Manager to plan, set, and manage the annual warehouse operating budget, taking corrective actions as needed.
- Establish effective communication and feedback mechanisms for team and volunteers, ensuring transparency and engagement.
- Monitor and evaluate the performance of the warehouse and the e-commerce department, reporting to the Head of Retail regularly
- Support the e-commerce infrastructure to allocate key line items from the warehouse to gain real value through sales on our online platforms



# Main Duties and Responsibilities:

## Managerial:

- Lead, support, and motivate the e-commerce 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 e-commerce 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 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)

## Education / Qualifications:

- Educated to A Level (or equivalent) or demonstrates education by experience

## Experience:

- Demonstrable work experience in an e-commerce environment
- Experience and application of commercial warehouse operations
- Proven experience in managing a budget

## Knowledge, Skills and Attributes:

- A good understanding of warehouse management and the challenges of working within the voluntary sector
- Excellent customer service skills
- Good organisational and planning skills with the ability to manage and prioritise workloads
- Good written and verbal communication skills with attentional to detail and accuracy
- Good problem solving and decision making skills
- A full UK Driving Licence

## Personal Characteristics and Qualities:

- Integrity, discretion and the ability to respect confidentiality
- Positive, self motivated and committed to achieving results
- Flexibility and adaptability to change
- Resilient and able to work in a fast paced and evolving environment

