

**Job title**

E-commerce Officer

**Company name and postcode**

Wakefield Hospice WF1 4TS

**Job summary**

(Outline of the job description including key responsibilities and detail of the skills the young person will develop and details of homeworking. Please provide as much detail as possible Please do not use bullet points)

The successful candidate will be responsible for the researching, assessing, pricing and photography of items for sale online. They will deliver high levels of customer service, handling all forms of communications with customers, ensuring consistent positive feedback is received. The candidate may be asked to research and comply with trading standards and other obligations applicable on online selling platforms. Postage forms an element of the role and this must be completed to standard and in a prompt, cost effective manner. Promotion of the business both within the organisation and to the wider community is a key part of the role as is assisting with material for social media and other marketing elements.

**Essential skills, experience and qualifications** (please do not use bullet points)

The candidate should possess good IT skills with a knowledge of Microsoft Office

and database packages.

Experience of online selling

would be

beneficial with commercial

awareness of online selling

platforms. The ability to deliver

accurate work is essential as the

candidate may be responsible

for processing customer

payments and refunds.

Creativity with regards to

photography and composing

listings is also required.

Knowledge or interest in the

following fields would also be

beneficial:

fashion, sportswear, vintage and antiques. The role involves working as a part of a small team and also supporting and managing the day to day tasks of volunteers within our charity, therefore good written and verbal communication skills are essential as are the ability to listen and empathise with others.

**Job category (DWP use only)**

**Number of hours per week**

25

**Working pattern and contracted hours** (including any shift patterns)

Flexible hours, usually Mondays to Fridays between 8.30 and 17.00

**Hourly rate of pay**

National minimum wage: 16 -17 years £4.62, 18-20 years £8.56, 21-22 years £8.36, 23+ years £8.91

**Details of employability support** (training opportunities/mentor)

Full training will be given and we will also use the nWakefield Employment Hub's in-work support service.