

## Person Specification

**Job Title:** eCommerce Assistant

**Department:** Retail

**Location:** Rugby (Church Street Shop)

**Responsible to:** eCommerce Manager

| Attributes                                       | Essential  | Desirable   |
|--|--|---|
| <b>Educational / Professional Qualifications</b> | <ul style="list-style-type: none"> <li>Educated to GCSE standard or equivalent</li> </ul>  | <ul style="list-style-type: none"> <li>Retail or customer service qualifications/Training (e.g. NVQ Retail)</li> </ul>  |
| <b>Previous Experience</b>                       | <ul style="list-style-type: none"> <li>Experience of appropriate online selling/trading</li> <li>Experience of dealing with customers and providing excellent customer care</li> <li>Knowledge of selling and merchandising</li> </ul>   | <ul style="list-style-type: none"> <li>Experience of working in a not for profit organisation</li> <li>Experience of working in a retail environment</li> </ul> |
| <b>Accountability for Staff &amp; Volunteers</b> |  | <ul style="list-style-type: none"> <li>Supervisory experience</li> </ul>  |
| <b>Skills and Attributes</b>                     | <ul style="list-style-type: none"> <li>Organisational and prioritising skills</li> <li>Ability to work independently and as part of a team</li> <li>Numerate with the ability to calculate figures and competently undertake administration with an attention to detail</li> <li>IT literate with working knowledge of software package</li> </ul> | <ul style="list-style-type: none"> <li>Possess an interest / awareness in fashion trends</li> <li>Ability to motivate self</li> </ul>                           |

**Other**

- Mobile throughout the catchment area of the hospice
- Able to work a Saturdays, Bank Holidays and Sundays as required