

Job Description



Job Title:

Department:

Responsible to:

Primary Work Base:

(NB as we are a multi-site organisation some flexibility relating to place of work will be required. We reserve the right to change the work base of our employees to meet our business needs.)

Role Purpose

To lead and develop Myton Hospices' online trading offer, delivering a high quality online trading operation and customer engagement experience. The post holder has direct responsibility for achieving the online trading budget, maximising the online trading profits and driving net contribution. They will manage the business unit maximising performance whilst maintaining compliance, ensuring that all activity reflects and promotes the hospice's brand, ethos and values. Recruiting, coaching developing a team of highly performing volunteers will be a key part of this role.

Myton Core Values

Our *Core Values* underpin everything we do and all employees are expected to comply with our Values and reflect these in their day to day work.



Main Duties & Responsibilities

- Maximise income and awareness for The Myton Hospices through the engagement and management of online trading customers and supporter relationships.
- Achieve annual budget for online sales and control associated costs to ensure that the online retail function delivers the required financial contribution
- Maintain and promote the highest standard of customer care and coach staff and volunteers to provide high quality service.
- Work collaboratively with the Retail team and other departments to develop eBay and other eCommerce activities
- Develop new retail product merchandise for online and in store trading in collaboration with the Retail Operations Manager
- Identify and develop new initiatives and innovations to increase online trading income, including partnerships with other hospices
- Recruit, supervise, train and motivate E Commerce staff volunteers to assist in the running of the online shop

Stock

- Creating listings on eBay; writing effective and accurate product descriptions, researching products and benchmarking pricing when required
- Managing the dispatch of goods to customers
- Introduce as appropriate new goods products for online sales and to support the Retail Estate
- To be the main contact for all eBay queries from shops and customers and to offer a flexible approach to administrative working
- Recruit a network of eBay community sellers throughout the UK using the eBay for charity branded charity
- To select stock for local auctions, track and reconcile the payments

Staff / Volunteers

- Create an effective management framework in order to recruit and develop a high performing team to maximise profitability
- Playing a key role in the recruitment and co-ordination of a team of volunteers to support the day to day running of the eCommerce operation
- To lead and motivate staff and volunteers to ensure their ongoing development and review of performance
- Co-ordinating Volunteer workload on a day to day basis as and when required
- To train designated staff to ensure that online retail functions are to an acceptable standard

Shop Teams

- Work with shop team to ensure a good understand of which items will sell on eBay and an appropriate pricing structure
- Ensure regular communication to shops in the form of weekly and monthly updates.
- Occasional shop visits to liaise with shop managers to ensure the correct supply of donated online retail merchandise.
- Coach and collaborate with shop managers to ensure that the organisation gets the maximum return for donated goods

- Create a tracking tool for the reallocation of income to individual shops, liaising with key contacts within the finance department

Administration

- To carry out and coordinate administrative duties to a high standard and to timelines that support the demands and needs of the retail eBay scheme.
- Maintain and administer the eBay and other eCommerce sites (includes monitoring inventory, sales, answering customer queries, overseeing orders)
- Responsible for re-allocating payments to shops to ensure that their P&L's reflect accurate monthly sales information.
- To ensure that all sold items are packaged and distributed as per customer and website requirements through the most cost effective distribution methods.
- To report to the Retail Operations Manager monthly an analysis of income and expenditure, and provide updates on eCommerce development to the Retail team as required
- Maintain 100% positive feedback & performance standards ratings
- To undertake the relevant administrative processes and procedures both on paper and using the IT system
- To comply with all procedures relating to Myton Hospices Retail manual, policies and procedures

Security

- To ensure that all sales are recorded correctly through the till, all monies are secure and that the till procedure is adhered to
- To ensure that the cash handling policy is regularly reviewed and adhered to at all times
- To keep valuable donations in a safe place
- Devise a tracking process to log high value donations from external supporters
- Advise volunteers of their responsibility for any personal possessions

General

- To be flexible in working hours to optimise all online trading activities
- To be able to organise and prioritise own workload on a day to day basis in order to meet the needs of the business
- To be able to deal with conflicting priorities and timescales
- To take personal responsibility for own development within the position by means of on and off job training
- To attend all mandatory training, e.g. fire safety training, manual handling etc
- To be aware of current trends in the field of online, Charity shop and general Retail
- Awareness and implementation of procedures for Accident/Incident reporting, First Aid Box, Fire Extinguishers and emergency situations
- To ensure Fire Exits are clear at all times and comply with all regulations as per the Myton Hospices Health & Safety Policy

- To inform the Myton Hospices of any defects or maintenance requirements and any hazards to staff, within or immediately outside the shop premises
- To have appropriate knowledge of the Myton Hospice to respond to staff and customer queries
- Ensure all activities support/promote Myton Hospices brand values.
- To attend Myton Hospices meetings as required and attend any training identified
- Any other duties commensurate with the post

GENERAL RESPONSIBILITIES & OBLIGATIONS OF ALL EMPLOYEES

Policies and Procedures

The post holder is required to have a good understanding of and to comply with all relevant Myton policies, procedures and guidelines. Any contravention of Myton policies or procedures may result in disciplinary action.

Volunteers

Myton recognises the valuable contribution that volunteers make and we expect all employees to be able to support and work effectively with our volunteers.

Confidentiality and Data protection

It is a requirement of employment with Myton that all staff must comply with the obligation of confidentiality relating to personal information that could identify individuals. The Data Protection Act 1974/1998 safeguards the handling of information held in both electronic and manual filing systems and it is the duty of all staff employed by Myton to uphold the principles of the Act, adhere to Myton policies and to maintain strict confidentiality at all times.

Infection Control

All employees of Myton must be aware of infection prevention and control policies and are expected to follow them at all times. Any breach of infection control policies which places patients, visitors or colleagues at risk may result in disciplinary action.

Equality & Diversity

The post-holder must at all times carry out his/her responsibilities in line with Myton's Equality & Diversity Policy.

Health & Safety

Employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act 1974, to ensure the agreed safety procedures are carried out to maintain a safe working environment for patients, visitors & colleagues. The post holder is required to conform with Myton's policies on Health & Safety and Fire Prevention, & to attend related training as required.

Safeguarding Vulnerable Adults and Children

It's the duty of all staff working for Myton to safeguard children and vulnerable adults and undertake safeguarding training at an appropriate level.

Code of Conduct

Employees are required to represent Myton in a positive light and embody the corporate identity in appearance, demeanour, values and ethics.

Review of Job Description

This job description is an outline of the key duties and responsibilities of the role and is not intended as an exhaustive list. The job description may change over time to reflect the changing needs of the service. The post holder may be required to undertake other duties that could reasonably be considered commensurate with the post. This job description is subject to periodic review and may be changed/updated following consultation with the postholder(s).

Employee/Managers Signature

I agree that this Job Description is a true reflection of the main duties and responsibilities of my role:

Employee Name: _____

Signature: _____ **Date:** _____

Managers Name: _____

Signature: _____ **Date:** _____

Last reviewed April 2026