

## Person Specification



**Job Title:** Ecommerce Manager

**Department:** Retail

**Location:** Rugby

**Responsible to:** Retail Development Manager

Attributes	Essential	Desirable
<b>Educational / Professional Qualifications</b>	Educated to GCSE standard or equivalent level of ability in English and Maths	Retail or customer service qualifications/training (e.g. NVQ Retail)
<b>Previous Experience</b>	<p>Experience of appropriate online selling/trading</p> <p>Proven track record in the development of appropriate online businesses</p> <p>Experience of managing a budget and working to financial targets</p> <p>Experience of dealing with customers and providing excellent customer care</p> <p>Knowledge of selling and merchandising</p> <p>Experience of working in a retail environment</p>	<p>Experience of recruiting, managing, and motivating a team</p> <p>Experience of recruiting and managing volunteers</p> <p>Experience of working in a not-for-profit organisation</p>
<b>Skills and Attributes</b>	<p>Organisational and prioritising skills</p> <p>Ability to work independently and as part of a team</p> <p>Team Leadership</p> <p>The ability to make commercial decisions</p> <p>Numerate with the ability to</p>	<p>Interest in / awareness of fashion trends</p> <p>Proactive and able to use initiative to determine appropriate actions to drive sales</p>

	<p>calculate figures and competently undertake administration</p> <p>Ability to motivate self and others</p> <p>Attention to detail</p> <p>Resilience</p> <p>Professional</p> <p>Creative</p>	
<p><b>Other</b></p>	<p>Ability to travel throughout Coventry and Warwickshire</p> <p>Flexible if change of base location is required at short notice</p> <p>Willing to work Saturdays, Bank Holidays and Sundays when required as part of the rota</p> <p>Willing to act as a key holder</p> <p>Able to lift heavy and/or bulky items</p>	<p>Full UK driving licence and a suitably insured, roadworthy vehicle for business use</p>