

Person Specification



Job Title: Online Sales Manager

Department: Retail

Location: Rugby

Responsible to: Retail Development Manager

Attributes	Essential	Desirable
Educational / Professional Qualifications	Good standard of education, including English and Maths, or equivalent experience	Retail, Ecommerce, Marketing or Business qualification
Previous Experience	Experience of selling products online through eBay or other online marketplaces Experience of managing people and performance Experience of working towards sales or income targets Experience of delivering excellent customer service. Experience of working in a retail, ecommerce or customer focused environment	Charity retail experience Experience of developing online sales Experience of supporting or managing volunteers Experience of selling fashion, collectables, antiques or specialist items
Skills and Attributes	Commercial awareness and a passion for growing sales Good organisational and prioritisation skills Ability to work independently and as part of a team Confident using online systems and technology Good written communication skills and attention to detail	Knowledge of multiple online marketplaces such as Etsy, Vinted, Shopify or Depop Photography or visual merchandising skills Experience using social media or digital marketing to promote products Interest in sustainable retail or the circular economy

	Able to make sound commercial decisions Positive, enthusiastic and adaptable approach Willingness to learn and embrace new ways of working	
Other	Ability to travel across Coventry and Warwickshire when required Flexible approach to working hours to meet the needs of the business, including occasional weekends Able to lift and move donated goods safely	Full UK driving licence and access to a suitably insured vehicle for business use