

Online Manager

Job Types: Full-time, Permanent

Salary: £26,000 - £28,000 per year

We're hiring, join a lifesaving Charity!

The North West Air Ambulance Charity (NWAA) provides rapid pre-hospital care needed to make a life changing difference. We provide emergency medical treatment when time is critical.

As a Charity we have developed our service by embracing change which has enabled us to implement new and innovative ways of working and increase our impact on patient outcomes. We continuously look to develop our service to ensure we continue to change and save lives.

This is a new post creating a fantastic opportunity to manage a commercially effective and profitable online retail operation. You will be responsible for ensuring a robust stock supply chain exists to support both online and the wider retail portfolio and management of the entire logistics function, ensuring an effective and efficient operation is in operation to meet the needs of the retail business.

The Ideal Candidate:

- You will have online / shop management experience in multiple outlets with experience of managing mixed or multi-site teams
- You must be able to demonstrate previous experience of maximising and driving sales in the E-commerce sector
- You will have experience of mentoring, developing and motivating staff
- You will have the ability to formulate management information reports
- You will possess excellent customer service skills with the ability to communicate effectively across a multi-site organisation
- You will have excellent organisation skills with the ability to prioritise workload
- You will be IT literate with strong experience of using all Windows packages and Databases, including Microsoft Word and Excel

The Charity offers the following benefits to all our eligible employees:

- Cycle to work Scheme
- Life Assurance
- Cash Back Scheme which includes cash back for dental treatment and a range of medical treatments as well as staff discounts with a range of retailers
- 24 hour confidential Employee Assistance helpline
- Salary Sacrifice Scheme for pension contributions
- 25 days annual leave plus bank holidays
- Holiday purchase scheme for up to 5 extra days' annual leave

How to Apply:

To apply, please send your CV to recruitment@nwairambulance.org.uk

NORTH WEST AIR AMBULANCE CHARITY

JOB DESCRIPTION

JOB TITLE:	Online Manager
BASE:	Speke
DEPARTMENT:	Retail
REPORTING TO:	Retail Operations Manager

Overall purpose of the role:

Develop and deliver a long-term strategy for online sales across multiple platforms in order to achieve and improve departmental financial objectives. Set up and maintain an online service for customers including an eBay site to sell products directly from our warehouse and retail outlets.

Main duties and responsibilities:

- Create and maintain a multi-channel online presence on eBay and other platforms for the purpose of NWAA retail sales
- Line manage and train a team of Online Assistants.
- Work alongside volunteering team to recruit, maintain and manage a team of volunteers to process and dispatch online orders
- Set up and manage a full warehouse production process from sale to dispatch
- Keep abreast of channel specific growth opportunities, ensuring proposals are submitted to the retail management team to sustain our growth targets.
- Develop key words and pricing strategies for products.
- Ensure that the user experience of websites, including site navigation, content development and promotional campaigns are monitored, and that appropriate action is taken to maintain service excellence in line with the agreed targets.
- Set and maintain targets to ensure all products are processed and delivered within agreed timeframes.
- Ensure that the agreed terms of contracts for product delivery protect our levels of service and that our appointed providers deliver in line with the terms of our contract.
- Ensure that customers are provided with exemplary service and that any complaints are managed in a timely and appropriate manner.
- To research and build relationships with corporate donors.
- Identify opportunities and implement marketing campaigns, stock generation and sales promotions to increase sales.
- Report and review sales levels, complaints received and the profitability of the online shop on a regular basis, identifying any potential issues and ensuring that corrective action is taken as necessary.

Health and Safety

- Adhere to health and safety procedures and regulations set out in the Health and Safety Policy and Handbook
- Make sure all equipment is in good working order and that items are PAT tested within timeframes.
- Ensure warehouse is in a safe, controlled, hazardous free condition.

PERSON SPECIFICATION

	Essential	Desirable
Physical	Have the ability to stand/walk around and lift for most of the day.	
Experience	<p>Budget management experience</p> <p>Experienced in listing, pricing, and selling on eBay</p> <p>Experience of setting up and maintaining digital content and online sales channels.</p> <p>Experience of stock control</p> <p>Experience in managing staff and volunteers.</p>	Experience of logistics.
Skills	<p>I.T. literate with excellent skills e-commerce platforms, Microsoft Word, Excel, and Outlook.</p> <p>Ability to take ownership and solve problems in a pro-active manner.</p>	
Personal Attributes / Abilities	<p>Must hold a full driving licence, and own a car containing insurance for business use. Part of your role may require for you to travel to other charity sites.</p> <p>Ability to manage conflicting priorities.</p> <p>Flexible approach to meet the demands of the workload.</p>	