

eBay Shop Administrator

Job description and personal specification



Job title: eBay Shop Administrator.

Accountable to: Operational Business Manager

Purpose

The eBay Shop Administrator will be reportable to the Operational Business Manager, liaising with Charity Shop Staff, Volunteers and Head Office to source quality items to sell on eBay. Working remotely from the eBay office you will be responsible for effective and sustainable running of the company eBay shop.

Key Tasks and Responsibilities

Core duties

To undertake the running of the company eBay shop, under the supervision of the Operational Business Manager, including:

- To assist shop staff and volunteers in identifying quality items to be sold on eBay.
- To photograph items ready for listing ensuring any damage or flaws are highlighted.
- To add items on eBay utilising free listings included in shop package.
- To identify postage / courier prices keeping prices cost effective for both company and customer.
- To ensure sold items are packed well and posted within stated time frames.
- To answer customer queries within a timely manner.
- To adhere to eBay rules at all times.
- To maintain records of sold items and postage costs.
- To maintain good stock levels of items to ensure eBay shop is efficient and value for money.
- To follow company purchasing procedures at all time.
- To manage own time efficiently.
- To transport items between Charity Shop and eBay office.
- To ensure that the shop meets sales targets.
- To initiate sales promotions to increase sales including social media.
- To ensure shop online sales are competing effectively in the marketplace.
- To maximise sales potential of stock.
- To apply Trading Standards Regulations at all times.
- To use new technology as required.
- To maintain the office with good housekeeping standards, ensuring all equipment is kept in good working order.
- To ensure security of office and personal security of staff and volunteers.
- Undertaking required fire drills.
- Implementing Risk Assessment procedures.
- To work as part of a team.
- To undertake other duties as requested appropriate to the grade of this post.

Personal Specification

The skills, knowledge and abilities required by Branching Out to be considered for the position of eBay Shop Administrator consist of the following:

Quality /skills	Essential	Desirable	Assessment
Good communication skills	/		
Ability to solve problems	/		
Ability to manage time effectively	/		
Good organisation skills	/		
A flexible approach and the ability to work effectively with others	/		
Attention to detail with an ability to work autonomously and with appropriate reference to more senior colleagues.	/		
Excellent written and verbal communication skills	/		
Full UK driving licence Group B, over 2 years.	/		
Experience			
Excellent skills with Microsoft Word Office, Excel, PowerPoint, Outlook etc. within the workplace	/		
Keeping records and report writing		/	
Understanding of Ebay Selling	/		
Flexibility within the working day to adapt to changing circumstances	/		
Experience of working as part of a team delivering complex tasks.	/		

All staff are required to respect the confidentiality of all matters that they might learn in the course of their employment.

All staff must respect the requirements of GDPR (General Date Protection Regulations)

All staff must ensure that they are aware of their responsibilities under the Health and Safety at Work Act 1974

All staff must carry out all reasonable management instructions.

To complete this role effectively the post holder must ensure that their mandatory training is completed, comprehended and updated in accordance with policy guidance.

I have been given a copy of this document and I agree that this is a true copy of the Job Description.

Starting salary: £9.13ph, 25 hours per week

Holiday entitlement: 25 days plus bank holidays