# 

***EBAY MANAGER***

**ROLE AND PERSON SPECIFICATION**

Permanent, full-time

Remuneration- competitive

**Background**

The Vision Foundation has been supporting and speaking out on behalf of blind and partially sighted people across London for close to 100 years.

Formerly known as the Greater London Fund for the Blind, we support organisations that provide a necessary lifeline and essential resource for London’s visually impaired community.

But people living with sight loss in the capital are facing significant and growing challenges, and ever worsening life chances. Meanwhile, a very high and growing number of people are needlessly going blind. We have identified that the Vision Foundation can play a critical and unique role in both saving sight and transforming lives by working in partnership with others to deliver projects which inform, empower, and include.

[A new strategy](https://www.visionfoundation.org.uk/about-us/our-strategy/), launched along with our new name in October 2019, gives us the opportunity to have more impact than ever before. We will work to improve the opportunities, wellbeing and inclusion for blind and partially sighted people. We will do more to ensure London is open and welcoming to the visually impaired community across employment, and social and cultural spaces. We will strive to reduce loneliness and isolation. And we will ensure that blind and partially sighted people further marginalised through homelessness, poverty or domestic violence are reached. Above all, we will emphasise what people can do, rather than what they can’t.

But our work is more than just providing support. It’s also about amplifying voices to ensure that blind and partially sighted are heard. And it is about changing our society and the systems that structure it, by inspiring more people to advocate and take action.

We have an exciting opportunity for an experienced eCommerce Manager to join us as our Ebay Manager at this key stage in our retail growth plans.

Vision Foundation operates 12 shops selling donated goods as part of its income generation strategy, with an ambitious programme of more openings over the next 5 years. The Ebay shop receives donations daily from the public which then need to be sorted, researched, and listed for sale.

As the Ebay Manager your prime purpose is to ensure our digital operation always meets the needs of the business. This will involve processing sufficient donations of appropriate quality to maximise the profitability of this important revenue stream.

You will ensure the operational infrastructure of our digital operation is fit for purpose and that the speed and accuracy of stock processing, listing, customer enquiries and subsequent delivery of customer purchases will meet the needs of the business.

In addition, you will work closely with the Director of Retail, Head of Retail and Shop Managers so they can understand your stock requirements and be responsible for overseeing the maintenance of equipment as well as health and safety of the eBay office.

The Ebay Manager will need to recruit and develop a large team of volunteers so previous team management experience is essential.

Candidates should have a track record of successful delivery of a high growth, profitable digital operation. Experience in managing a volunteer team, including recruitment and development, as well as excellent customer service and relationship building skills.

An understanding of charity retail would be a distinct advantage.

The role demands a great blend of skills, along with the belief that every blind and partially sighted Londoner should be able to lead their life to the full. As an equal opportunities employer, the Vision Fund welcomes applicants from all backgrounds irrespective of race, religion, belief, gender, disability, age or sexual orientation.

**Responsible to**

Director of Retail

**Direct Reports**

Immediately responsible for recruiting and developing a team of volunteers. In due course the department and responsibilities may grow in line with organisational growth and priorities.

**Location**

West Norwood SE27 9AA

**Working Hours and Contract**

Full-time, Permanent

**PUPOSE OF JOB**

* To coach, lead and manage a team of volunteers
* To be a key member of the Retail management Team
* Drive sales performance to exceed targets, maximising cost efficiency
* Support development of the retail strategy.
* Identify develop and deliver collaborative partnerships to drive new income streams
* Work collaboratively with other departments and the retail estate to ensure the delivery of the eBay budget.
* Maximise eBay profits through delivery of the retail strategy, such as Income, Gift Aid conversion, listing targets and other income generators.
* To review and implement design changes to improve efficiency and profitability, including development of operational plans to make use of available and emerging technology
* To achieve compliance with relevant regulation e.g. health and safety, whilst adhering to all policies and procedures
* To promote strong relations within the local community to enhance the profile and good name of the charity

**MAIN REPONSIBILITIES**

* To support achievement of agreed budgets and standards for the Retail business, through fulfilment of customer orders and requirements
* To support and manage volunteer pricing and listing teams to ensure items are processed in line with policies and procedures, recognising and thanking the team for their contribution
* To achieve Ebay Gift Aid objectives, improving processes to deliver maximum value, coaching colleagues to success
* To deliver shop income plan
* To develop a culture of ownership and follow up within own team
* To adhere to Safe, Legal & Secure requirements and standards for the Ebay office
* To induct, train and coach new colleagues, as evidenced through induction paperwork and development plans
* To role model and promote effective team communication, celebrating success and sharing best practice
* To liaise closely with the Director of Retail and Head of Retail
* To profile and leverage emerging and innovative opportunities with an emphasis on new digital revenue streams
* To role model exceptional customer service to customers, providing enquiry feedback in a timely manner
* To ensure the highest standards of customer care and service are demonstrated by self and line reports
* Promote, monitor and act on internal and external customer feedback
* To evidence effective local networking to generate donations and volunteer engagement, including local business and other stakeholders
* To monitor and check security of stock and debrief variances with Director of Retail
* To proactively assess own development needs and seek out development opportunities to enhance contribution to Retail objectives and operations
* To take ownership of good housekeeping for all areas of responsibility
* To accept responsibility and carry out any other task commensurate to the role

**PERSON SPECIFICATION: EBAY MANAGER**

**Knowledge and skills**

Leadership experience

* Experience of leading teams, ideally in an outcomes-focused organisation.
* Experience of recruiting, developing, mentoring and managing staff and volunteers.
* Demonstrable motivation and negotiation skills, able to build personal credibility and successful relationships at all levels.

Functional experience

* Experience in digital/ Ebay
* Experience in retail management Full drivers licence
* Retail operational management, problem solving, process and systems knowledge

Qualifications

* GCSE C or equivalent in Mathematics and English

**Personal attributes**

* The ability to work under pressure whilst remaining calm and organised
* To be receptive to change and to act as a change agent
* The ability to maintain excellent rapport with staff, volunteers, supporters, and donors
* To demonstrate a calm and logical approach to problem solving
* To consistently demonstrate a dedicated approach to the quality of customer service and team working.
* Comfortable working in a small team both strategically and operationally
* Commitment to teamwork, business partnering and a collegiate approach – with a ‘can do’ attitude and a sense of humour.
* Able to provide positive, dynamic, tenacious and flexible leadership at all times.
* Results-driven, able to measure and quantify own outcomes.
* Adaptable to changing landscape and evolving organisation.
* Willing and able to operate at pace in an organisation going through rapid change, using your initiative and delivering to tight deadlines
* Excellent verbal and written communication skills
* Highly organised with ability to plan effectively and allocate resources appropriately.
* An understanding of and commitment to London’s blind and partially sighted people.