

# Working for St Ann's

**We're proud to care**  
**We're proud to work together**  
**We're proud to make a difference**



At St Ann's, there's one thing that motivates us, and that's providing excellent care and support to those living with or affected by life-limiting illnesses.

We're continuously developing our plans for delivering world-class, innovative care and to ensure St Ann's is in the best shape possible for future generations.

You'll be challenged, inspired and empowered to help us achieve our purpose and to play your part in making a difference.

**All of our team members will role model our core values...**

## *People matter*

People are at the centre of everything we do. We treat each other, and ourselves, with kindness and compassion. We value and celebrate diversity; recognising everyone as an individual.



## *Brave and bold*

We want to grow for the future, not settle. We're not afraid to do things differently, get creative, challenge ourselves and the status quo. We're ambitious in our aims, accountable for our actions and learn from our experiences and successes.



## *Lead and learn*

We're experts in what we do, and we don't stop there. We're always learning; informing and shaping the sectors we're in through education, training and research. We lead by example; sharing best practice, advancing in our fields and pioneering new approaches.



## *Together we are stronger*

Together, we're stronger and have a bigger impact than we could have alone. As a charity, we work in collaboration with supporters, partners and the communities around us. We think beyond traditional boundaries to make sure we're here for our communities for years to come.



# Online Sales Assistant

## Online Sales Assistant

**Salary** 22.5 hours over 5 days  
Band 2 competency based £21,303 - £22,414 pro rata

## Location

Distribution Centre, Reddish, Stockport.

## Responsible for

Creating online listings, responding to enquiries and dispatching sold items.

**Responsible to** Online Manager

## Core Purpose

To list donated and new items on eBay and other online sales platforms to generate income for St Ann's Hospice.

## Job summary

You will be part of a small team that lists items for sale on eBay, Discogs, and other online sales platforms (Full training is given but if you have experience of listing items online that's great too!)

The role includes;

Researching donated items. We list the weird and the wonderful online so investigative skills are needed to help identify the most unusual items.

Taking great photos of donated items and writing detailed descriptions to help items appeal to the widest audience possible.

Responding to customer questions whether to confirm the size of a designer top or to send additional photos. We are passionate about providing excellent customer service and getting positive feedback and customer reviews.

Packing items ready for posting. We reuse as much packaging as possible here at St Ann's as part of our reuse culture.

Communicate with shop managers to answer questions on whether an item is suitable for listing online.

To work with a small team of volunteers.

Head of Trading -Retail

Online Manager

Online sales Assistant

## Responsibilities

### The Online Sales Assistant will –

- ✓ List items on eBay & other online sale platforms
- ✓ Help the online team achieve sales targets
- ✓ Maintain high listing and communication standards
- ✓ Ensure all Health and Safety checks and requirements are met
- ✓ Comply with all marketing and planned promotional events in line with brand guidelines
- ✓ Attend monthly 121 meetings with Manager to review targets and areas for growth
- ✓ Support the Online Manager with the day to day running of the online shops
- ✓ Support, supervise and motivate a small team of volunteers
- ✓ Manage stock levels and liaise with the New Goods buyer and shop managers to encourage donations for listing.

## Requirements

### The Online Sales Assistant will –

- ✓ Be educated to GCSE level or equivalent
- ✓ Work towards daily and weekly listing targets and income targets with the support of the online manager
- ✓ Be able to list items on popular auction sites or have a willingness to learn
- ✓ Be able to lift and help move large and heavy items around the warehouse
- ✓ Identify stock for sale online in conjunction with the online manager
- ✓ Undertake other reasonable duties within the retail division.

### The Online Sales Assistant will -

- ✓ Have strong written and verbal skills
- ✓ Have a positive outlook
- ✓ Be approachable
- ✓ Be a solution seeker
- ✓ Have a flexible approach to the role

# Terms and conditions for the Online Sales Assistant

## Contract

Permanent

## Work Pattern

22.5 hours over 5 days per week.

## Location

Distribution Centre, Reddish

## Free Parking

Free parking at our Heald Green, Little Hulton and Neil Cliffe Centre hospice sites.

## Holiday

35 days, increasing to 37 days after 5 years' service and 41 days after 10 years' service (pro rata, inclusive of bank holidays). In addition staff are able to buy up to 1 weeks' holiday per year via salary sacrifice, pro rata.

## Pension

Contributory Stakeholder pension in which we match up to 7% of your gross salary. Or the ability to continue with a previously held NHS pension (subject to making contribution's into the scheme in the previous 12 months).

## Life Cover

All staff in the Scottish Widows Pension scheme (with the exception of bank staff) are provided with life cover of three times their basic salary in the event of their death whilst employed by St Ann's Hospice.

## Health Cash Plan

We offer access to an employee paid health cash plan. That allows employees to spread the cost of health expenses including dental, optical, physiotherapy and more.

## Employee Assistance Programme

Employees can access telephone and online counselling 24 hours a day. Face to face counselling is also available and support on issues including debt, employment law, benefits and housing.

## Probation

Six months.

## Notice

4 weeks



St Ann's Hospice, St Ann's Road North, Heald Green, Cheadle, Cheshire SK8 3SZ

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