



E-Commerce Assistant

Vacancy information pack

20
YEARS
SAVING
LIVES



Essex & Herts
Air Ambulance

Your local life-saving charity



An introduction from the CEO



Hello,

It is my pleasure to extend a warm welcome to you as you think about joining our team! The people who work with us are our most important asset.

Upon joining Essex & Herts Air Ambulance (EHAAT) you will become part of a dynamic, fast growing family, committed to being a safe and effective health care provider.

We are looking for an outstanding person, experienced within the Charity sector, to help implement and drive the Trust's retail strategy.

This application pack is designed to familiarise you with an overview of the Trust and provide you with details of our current job vacancy.

Yours sincerely

Jane Gurney
Chief Executive Officer



Mission statement

Our aim is to save lives, reduce or prevent disability, or suffering from critical illness and injury, by delivering a first class pre-hospital emergency medical service to the people of Essex, Hertfordshire and surrounding areas.

Our highly skilled and specially trained Pre-hospital Care Doctors and Critical Care Paramedics work alongside our regional partners using helicopters and Rapid Response Vehicles fitted with state-of-the-art life-saving equipment. Our Critical Care Teams are dispatched by the East of England Ambulance Service Trust.

We are here to assist everyone who lives, works, or is travelling through the region. The service is provided by the Charity free of charge to patients of all ages, from every background and faith, who require the most advanced clinical care.

Our Charity pledge to our donors

As a Charity, we rely on the generous support of the people and businesses of both counties to keep our life-saving service operational. That's why we work hard to ensure the very highest standards of fundraising, to build a strong and sustainable future for our work.

EHAAT is a member of the Institute of Fundraising, the Fundraising Regulator, the Gambling Commission and The Lotteries Council. We abide by, and aim to exceed, the code of conduct requirements for each of these organisations, as well as for the Charity Commission for England and Wales.

Our supporters can be reassured that we put their interests at the heart of our fundraising activities. We will not share donor data with third parties or keep donors' details on file if we have been asked to remove them.

Our Values *It's what we say, it's what we do, it's who we are...*

PASSIONATE - We believe in our cause and are totally committed to the service we provide. The energy and enthusiasm we show demonstrates our motivation to sustain what we do.

PROFESSIONAL - We show professionalism in every way, ensuring we do even the simple things well and that we portray the right image for our brand. We treat everyone as they would wish to be treated.

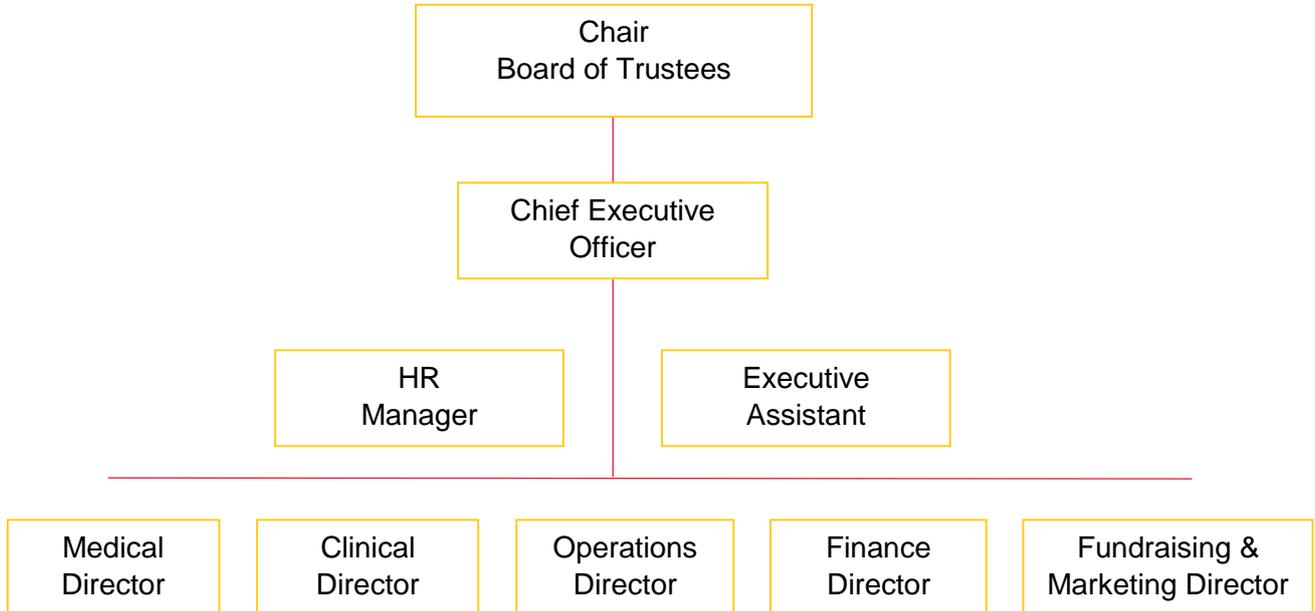
INNOVATIVE - We drive forward clinical innovations and constantly look for ways to improve what we do – encouraging initiative, being creative, learning from our mistakes and being open to making changes when needed. We are successful and lead from the front with huge drive, determination and energy.

TRUSTWORTHY - We are credible and honest; we do what we say we'll do and we deliver high standards. We meet the needs of the patients we serve and we won't let them down.

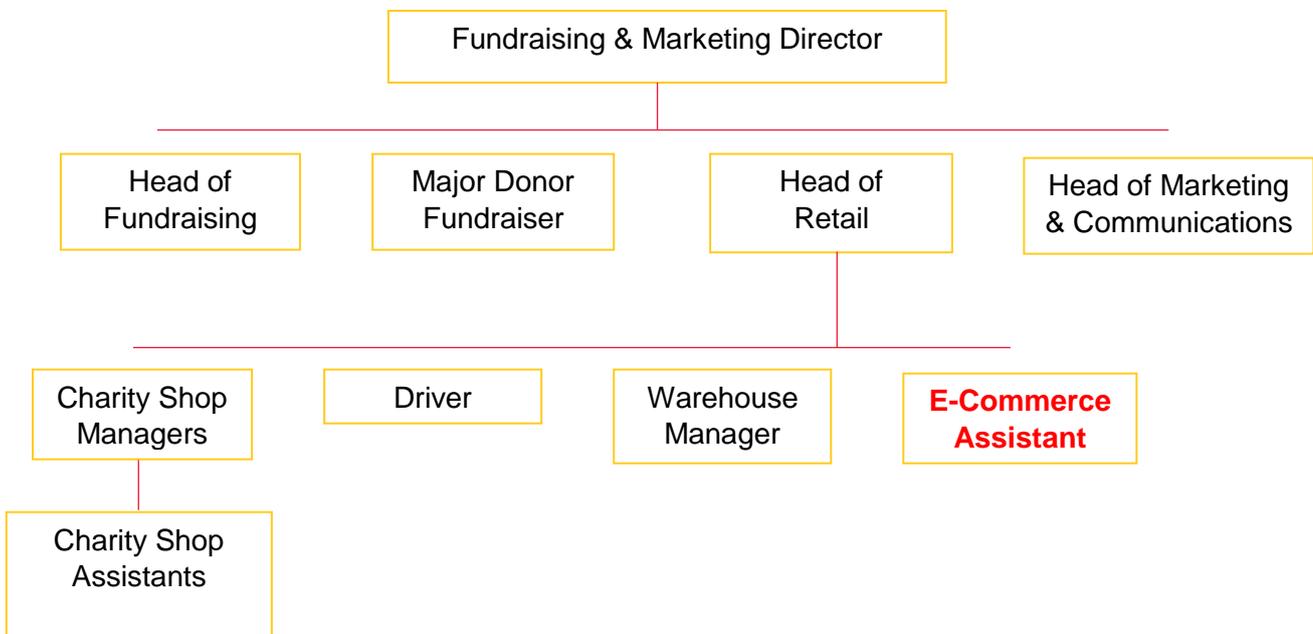
DEDICATED - We are loyal, kind, compassionate and considerate to each other - and to the patients we serve. We pull together as a family to achieve a common goal. We care about the cause and about each other; we are never off-duty.



EHAAT Executive Team



Department Team





Job description

Job Title	E-Commerce Assistant
Reporting to	Head of Retail
Based at	Stevenage, Hertfordshire
Contract	Permanent
Salary	Competitive
Start Date	ASAP

Criteria

Essential

- An excellent knowledge of online auctions such as eBay and Amazon
- Knowledge of online selling trends
- Ability to research items through online tools
- A highly motivated individual
- A “can-do” attitude
- Flexible and trustworthy
- Excellent professional telephone, oral, written, and IT communication skills
- Excellent interpersonal and team working skills
- Highly organised and efficient in managing workload
- The ability to build strong long lasting relationships
- The ability to inspire and motivate others to support the Charity

Desirable

- Good knowledge of Charity online retailing
- Previous experience in a similar role
- An understanding of valuing items such as branded clothing and antiques



Job purpose

Assist with the Head of Retail the development of our new e-commerce trading department. Selecting items from donations which will raise the maximum income through platforms such as eBay, Amazon and other web based auction / sales platforms. To ensure a positive (feedback) and profitable presence for EHAAT through digital sales.

Key responsibilities

1. Sales of donated items through a range of online platforms
2. Achieve weekly, monthly and annual sales targets (ave £1000 PW)
3. Work with the Head of Retail to build systems for the storage, listing and dispatch of items to maximise their profitability and ensure safe delivery
4. Manage the feedback from customers to ensure 100% positivity
5. Have a clear understanding of the Charity's policies and vision and how the e-commerce department contributes to these
6. Respond to and deal with customer communication by email and telephone
7. Organise stock for listing, sales, packaging and disposal where necessary
8. Liaising with other departments to increase awareness of the charity retail business.
9. Work with the Head of Retail to plan future requirements
10. Reporting to the Head of Retail on a weekly basis
11. Work closely with the Volunteer Team to ensure we have adequate volunteer numbers, any volunteer training is arranged and volunteers are kept up to date on EHAAT.
12. Working with key suppliers to maximise opportunities
13. This job description is not exhaustive and the post holder may be required to undertake other appropriate duties and or projects from time to time
14. Ensuring Gift Aid details are securely processed from our donors (when system is launched)

How to apply

Apply with CV and covering letter to caroline.beresford@ehaat.org

Maybe not this vacancy?

Why not join us as a volunteer?

We are glad that you're thinking of joining our team. If you would like to know more about becoming a volunteer visit our website www.ehaat.org or send an email to volunteer.team@ehaat.org