

## Role Profile

Details	
Job Title:	<b>eCommerce Assistant</b>
Job Grade:	<b>Assistant</b>
Reports to:	<b>eCommerce Officer</b>
Based in:	<b>Manse Lane Warehouse, Knaresborough, North Yorkshire</b>
Hours:	<b>Full Time, 37 hours – to include some weekend working</b>
Overall purpose	
<p>Reporting to the eCommerce and Product Manager, you will support the day-to-day trading activity of the eCommerce Team, responsible for delivering eCommerce sales targets through quickly and efficiently listing and shipping orders to our customers. You will also be responsible for ensuring that the premium warehousing space is efficiently used to store our listed products in the optimum location.</p> <p>We're looking for someone with a passion for generating income for the charity, and a relentless commitment to delivering and exceeding targets to generate income for funding life-saving research.</p> <p>You will have a strong customer service focus and answer customer queries quickly and efficiently, ensuring that they are resolved in a timely manner.</p>	
Key responsibilities	
<p><b>E-commerce</b></p> <ul style="list-style-type: none"> <li>• Set up warehouse locations for our new goods and products to support sales on our Shopify platform, ensuring they are set up correctly to maintain inventory.</li> <li>• Support the eCommerce and Product Manager to identify opportunities to improve procedures and systems and support our volunteers with any changes to ways of working.</li> <li>• Identify innovative new online trading and business opportunities to increase income, ensuring that these are raised with your line manager.</li> <li>• Ensure all customers are communicated to effectively, and all posting and packaging is completed within prescribed timescales.</li> <li>• Using ListingMonsterAI, produce listings for our eBay shop, ensuring that your KPIs are met.</li> <li>• List appropriate items for sale on our Depop and Vinted channels, using your experience and training to establish what items will resonate with the demographics on those platforms.</li> <li>• Ensure that items received from shops to be listed on eCommerce are received into inventory in a timely manner, ensuring a consistent eCommerce income stream for shops.</li> <li>• Review trends to develop ideas and opportunities and react accordingly within the confines of the budget.</li> </ul> <p><b>People management</b></p> <ul style="list-style-type: none"> <li>• Support our team of well-trained volunteers to ensure that they are operating in line with the expectations of the Yorkshire Cancer Research eCommerce team.</li> </ul>	

- Play a part in the wider eCommerce team and work to ensure that targets are met across the whole function, providing support to peers and managers, as and when required.
- Ensure that you have a clear personal development plan and are working towards your set objectives and towards your personal development goals.
- Bring positivity and a “can-do” attitude to the team.

#### Financials

- Deliver the eCommerce budgets and KPIs.
- Consistently deliver the listing targets to ensure that there is a constant flow of new products online to drive interest and maintain the eBay algorithm.
- Work with the Donation Centre and warehouse teams to ensure that they understand what stock should be sorted for eCommerce and provide a consistent feedback loop.

#### Strategic

- Ensure that listings generate brand awareness through adhering to brand guidelines.
- Work with colleagues to monitor supporter journeys for online shop customers.

#### Relationships

- Create an environment of continued volunteer engagement.
- Professionally represent Yorkshire Cancer Research as an ambassador in working relationships with external partners.
- Champion and role model excellence in customer and supporter experience and engagement within your team.
- Build strong relationships with customers, donors, supporters and volunteers with the aim of building long-term support for the charity.

#### Other Duties

- Undertake additional duties outside the key job duties within the team and across the charity, as the charity may reasonably require.

#### Qualifications

- Educated to GCSE or equivalent level qualification.
- Proven track record in, or passion for, eCommerce.
- Experience in selling goods in second-hand goods market or charity eCommerce would be an advantage.

#### Knowledge and experience

- Experience of sales target delivery.
- Experience of identifying process inefficiencies.
- Good understanding of eCommerce platforms including, but not limited to, eBay, Depop, Vinted and Shopify.
- Familiar with eBay's policies.
- Experience in pricing and listing retail products online.

#### Skills and abilities

- Ability to work at pace.
- Strong attention to detail.
- Able to communicate effectively at all levels with internal and external stakeholders.
- Excellent organisation skills and ability to plan and manage priorities.
- Able to work independently and as part of a team.
- Ability to understand and analyse sales figures.
- Ability to work to tight deadlines.
- Logical and analytical approach to work.
- Planning and organising skills.
- Strong commitment to customer service.
- Imagination and initiative.
- Ability to work with minimum supervision.
- Ability to respond positively to change.

#### Other requirements

- Full UK driving licence, access to own vehicle and ability to travel across Yorkshire.
- A willingness to complete our pre-employment checks (to be undertaken once the role is offered and accepted) which include:
  - A check on your employment history by seeking two references
  - A check on your eligibility to work in the UK as per the Immigration, Asylum and Nationality Act 2006
  - A check on your highest educational achievement(s)
  - A check on your professional qualification(s)
- A DBS check at the level relevant to your role.

#### DBS Check Level

- This role requires a DBS check at basic level.

#### Values and Behaviours

- Passionate about the values of Yorkshire Cancer Research (see 'Our Values' see below).
- Safeguarding is the responsibility of all employees who must remain aware and vigilant to potential safeguarding breaches and always report any suspicions or incidents following our internal reporting guidelines which will be shared during induction.
- Yorkshire Cancer Research operates a strict 'no smoking' policy throughout our premises, car parks and vehicles. Staff must not smoke whilst wearing Charity branded clothing or whilst on duty. If the post holder chooses to, the Charity will help and support them to stop completely or temporarily abstain from smoking during their working hours.

## Our Values & Behaviours

## Our Values



## Our Behaviours

	Behaviours
Here for Yorkshire	<p><b>The needs of people in Yorkshire come first</b></p> <p>Yorkshire Cancer Research exists to prevent diagnose and treat cancer in Yorkshire. The needs and interests of people in Yorkshire are at the forefront of what we do, how we think and how we act.</p> <p><b>People are the heart of everything we do</b></p> <p>When we develop new plans, projects and activities, we actively seek patient, supporter and/or customer input to inform our approach and decision-making.</p>
United by the Cause	<p><b>United by the need to <i>Give Yorkshire More Life to Live</i></b></p> <p>We are transparent and open in what we do and what we say, uniting to support one another in achieving our shared goals.</p> <p><b>We collaborate with each other and other organisations</b></p>

	<p>We work to build relationships based on trust and collaboration. We seek to understand the needs and objectives of others to establish the common ground and agree how we can work together to benefit people in Yorkshire.</p>
<p><b>Think Big and Bold</b></p>	<p><b>We deliver world-leading research and services</b></p> <p>We evaluate worldwide research and we test and we learn in order to drive the greatest advances and impact in cancer research and services. We promote a culture of continual improvement and innovation.</p> <p><b>We dare to think differently to Give Yorkshire More Life To Live</b></p> <p>We are ambitious and not afraid to try something new or difficult when it comes to achieving our goals.</p> <p>Nor are we afraid to make difficult decisions when they are in the best interests of those we exist to serve; the people of Yorkshire.</p>
<p><b>Making it Happen</b></p>	<p><b>We create and build solutions</b></p> <p>We are focused on understanding the impact of our work and the difference it is making. We ensure we are always pushing forward the achievement of our charity's vision.</p> <p><b>We approach our work with positivity, energy and drive</b></p> <p>We see every challenge as an opportunity to provide a solution.</p> <p>When it comes to preventing, diagnosis and treating cancer, we deliver pioneering solutions <i>To Give Yorkshire More Life To Live</i>.</p> <p>We pursue our goals with enthusiasm and commitment; always asking 'Can I, and can we, do more?'.</p>

## YORKSHIRE CANCER RESEACH

### Job Applicant Privacy Notice

## **Data controller: Yorkshire Cancer Research (the Charity)**

As part of any recruitment process, the Charity collects and processes personal data relating to job applicants. The Charity is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

### **What information does the Charity collect?**

The Charity collects a range of information about you. This includes but is not limited to:

- your name, address and contact details, including email address and telephone number;
- details of your qualifications, skills, experience and employment history;
- information about your current level of remuneration, including benefit entitlements;
- whether or not you have a disability for which the organisation needs to make reasonable adjustments during the recruitment process;
- information about your entitlement to work in the UK; and
- equal opportunities monitoring information, including information about your ethnic origin, sexual orientation, health and religion or belief.

The Charity collects this information in a variety of ways. For example, data might be contained in application forms, CVs or resumes, obtained from your passport or other identity documents, or collected through interviews or other forms of assessment, including online tests.

The Charity will also collect personal data about you from third parties, such as references supplied by former employers, information from employment background check providers and information from criminal records checks. The Charity will seek information from third parties only once a job offer to you has been made and will inform you that it is doing so.

Data will be stored in a range of different places, including on your application record, in HR management systems and on other IT systems (including email).

### **Why does the Charity process personal data?**

The Charity needs to process data to take steps at your request prior to entering into a contract with you. It also needs to process your data to enter into a contract with you.

In some cases, the Charity needs to process data to ensure that it is complying with its legal obligations. For example, it is required to check a successful applicant's eligibility to work in the UK before employment starts.

The Charity has a legitimate interest in processing personal data during the recruitment process and for keeping records of the process. Processing data from job applicants allows the Charity to manage the recruitment process, assess and confirm a candidate's suitability for employment and decide to whom to offer a job. The Charity may also need to process data from job applicants to respond to and defend against legal claims.

Where the Charity relies on legitimate interests as a reason for processing data, it has considered whether or not those interests are overridden by the rights and freedoms of employees or workers and has concluded that they are not.

The Charity processes health information if it needs to make reasonable adjustments to the recruitment process for candidates who have a disability. This is to carry out its obligations and exercise specific rights in relation to employment.

Where the Charity processes other special categories of data, such as information about ethnic origin, sexual orientation, health or religion or belief, this is for equal opportunities monitoring purposes.

The Charity is obliged to seek information about criminal convictions and offences. Where the Charity seeks this information, it does so because it is necessary for it to carry out its obligations and exercise specific rights in relation to employment.

If your application is unsuccessful, the Charity will keep your personal data on file in case there are future employment opportunities for which you may be suited. The Charity will ask for your consent before it keeps your data for this purpose, and you are free to withdraw your consent at any time.

### **Who has access to data?**

Your information will be shared internally for the purposes of the recruitment process. This includes members of the HR and senior executive teams, interviewers involved in the recruitment process, managers in the Charity's team with the vacancy and IT staff if access to the data is necessary for the performance of their roles.

The Charity will not share your data with third parties, unless your application for employment is successful and it makes you an offer of employment. The Charity will then share your data with former employers to obtain references for you, employment background check providers to obtain necessary background checks and the Disclosure and Barring Service to obtain necessary criminal records checks.

The Charity will not transfer your data outside the United Kingdom.

### **How does the Charity protect data?**

The Charity takes the security of your data seriously. It has internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our employees in the proper performance of their duties. The Charity has a Data Protection Policy and an ICT Acceptable Use Policy which apply to all its employees.

### **For how long does the Charity keep data?**

If your application for employment is unsuccessful, the Charity will hold your data on file for 6 months after the end of the relevant recruitment process. If you agree to allow the organisation to keep your personal data on file, the Charity will hold your data on file for a further period of 6 months for consideration for future employment opportunities. At the end of that period or once you withdraw your consent, your data is deleted or destroyed.

If your application for employment is successful, personal data gathered during the recruitment process will be transferred to your personnel file and retained during your employment. The periods for which your data will be held will be provided to you in a new employee privacy statement.

## **Your rights**

As a data subject, you have a number of rights. You can:

- access and obtain a copy of your data on request;
- require the Charity to change incorrect or incomplete data;
- require the Charity to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing;
- object to the processing of your data where the Charity is relying on its legitimate interests as the legal ground for processing; and
- ask the Charity to stop processing data for a period if data is inaccurate or there is a dispute about whether or not your interests override the Charity's legitimate grounds for processing data.

If you would like to exercise any of these rights, please contact the Charity's Company Secretary, Joanne Mornin ([joanne.mornin@ycr.org.uk](mailto:joanne.mornin@ycr.org.uk))

You can make a subject access request by contacting the Company Secretary.

If you believe that the Charity has not complied with your data protection rights, you can complain to the Information Commissioner.

### **What if you do not provide personal data?**

You are under no statutory or contractual obligation to provide data to the Charity during the recruitment process. However, if you do not provide the information, the Charity may not be able to process your application properly or at all.

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