

eCommerce Dispatcher

Job description and person specification

Imagine being told that you, or someone you love, is losing their sight. In that moment, two profound questions demand urgent answers:

- Can this be stopped?
- How will I live my life?

Currently, research into preventing and treating sight loss is chronically underfunded, receiving a mere 1.2% of publicly funded health research grants: people who are blind or vision impaired are three times more likely to experience loneliness and isolation than the general population.

We find and fund the brilliant minds and bright ideas that put change in sight. Our researchers are at the forefront, making breakthroughs and discoveries that will prevent, treat and cure eye disease. The partnerships we build and initiatives we support are changing life for blind and vision impaired people.

We are Fight for Sight: we won't stop until we: **Save Sight. Change Lives.**

We have a clear ambition and have the support of [well-respected and highly engaged ambassadors](#). We are now looking for experienced, committed, and creative individuals to join our dynamic team to help realise a new five-year growth strategy. **If you want to be part of something impactful, we'd love to hear from you.**

Role Summary

The **eCommerce Dispatcher** will play an important role in supporting Fight for Sight's eCommerce operation by ensuring customer orders are packed, processed and dispatched safely, accurately and efficiently, helping maximise income from donated goods.

Working as part of the Retail Team, you will be responsible for preparing sold items for shipment, maintaining accurate stock records, processing returns and helping to deliver excellent customer service.

This is a hands-on, part-time role that would suit someone who is organised, reliable and enjoys working in a fast-paced retail and warehouse environment. Full training will be provided.

Responsible to

eCommerce Manager

Direct reports

Day-to-day supervision and support of eCommerce volunteers.

Working hours and contract

Permanent, part-time, 10 hours per week.

- Monday, 9.30am to 1.00pm
- Wednesday, 9.30am to 1.00pm
- Friday, 9.30am to 1.00pm

Some flexibility may be required to support busy trading periods and retail events.

Salary

£6,609 per annum, pro rata to a full-time equivalent salary of £23,132 per annum.

Location

Based at our West Norwood eCommerce Hub, SE27 9AA.

Start Date

As soon as possible.

How to Apply

Please submit your CV and a covering letter to:

recruitment@fightforsight.org.uk with subject header – eCommerce Dispatcher.

Your covering letter should include a supporting statement (max two pages) comprising why you think you are an ideal candidate for the role, what applicable experience you'll bring and why you want to work for Fight for Sight?

Closing date for applications: Rolling

Early applications are encouraged. We will be interviewing on a rolling basis; therefore, we will close the vacancy as soon as we have found the right candidate.

Important note: All applicants must have the Right to Work in the UK.

Unfortunately, we do not have a sponsoring license for non-UK employees which means that if you do not have a current, valid UK working permit, please do not apply, as we will not be able to consider your application.

Role Responsibilities

Order Fulfilment & Dispatch:

- Pick and pack customer orders accurately and efficiently.
- Prepare fragile, valuable and specialist items for safe shipment.
- Ensure all orders are dispatched within agreed timescales, preparing parcels for collection and working closely with Royal Mail and courier partners to ensure efficient delivery.
- Generate shipping labels and process parcels using approved courier systems.
- Ensure order details match dispatched items and resolve any discrepancies.
- Maintain excellent standards of packaging and presentation.

Stock Management:

- Locate, retrieve and organise sold stock ready for dispatch.
- Support stock control procedures and maintain accurate records.
- Ensure sold items are removed from inventory systems promptly.
- Assist with organising and maintaining stock storage areas.
- Support regular stock checks as required.

Returns & Customer Service:

- Process customer returns in line with organisational procedures.
- Support the resolution of customer delivery issues.
- Escalate customer queries and concerns appropriately.
- Help maintain excellent customer satisfaction and feedback ratings.

Operations & Compliance:

- Help maintain a clean, safe and organised working environment.
- Follow all health and safety and manual handling procedures.
- Monitor and replenish packing materials and dispatch supplies to ensure the smooth running of eCommerce operations.
- Ensure equipment is used safely and report faults when necessary.
- Follow all operational, financial and security procedures.
- Support volunteers involved in fulfilment and dispatch activities where required.

Events & Other Duties:

- Assist with preparing stock and equipment for pop-up events and retail activities when required.
- Support the loading, unloading and movement of stock when required.
- Undertake other reasonable duties to support the eCommerce Team.

Person specification

Required skills, knowledge & experience:

- Good organisational skills and attention to detail.
- Ability to work accurately and efficiently.
- Good communication skills.
- Basic IT skills and confidence using online systems.
- Ability to work independently and as part of a team.
- Commitment to delivering excellent customer service.
- Ability to manage repetitive tasks while maintaining accuracy.
- GCSE Grade 4/C or equivalent in English and Mathematics.

Personal Attributes

- Reliable and dependable.
- Positive and enthusiastic with a "can-do" attitude.
- Comfortable working in a busy warehouse and retail environment.
- Well organised and able to prioritise tasks.
- Flexible and adaptable.
- Comfortable working alongside volunteers.
- Commitment to the mission and values of Fight for Sight.

Desirable:

- Experience working in a warehouse, stockroom, retail or fulfilment environment.
- Experience packing and dispatching customer orders.
- Experience using courier or postage systems.
- Experience working with volunteers and in charity retail.
- Understanding of online retail operations.

Flexibility

The role description is a general outline of duties and responsibilities and may be amended as we grow. The post holder may be required to undertake other duties as may be reasonably required from time to time.

Employee benefits

We value our staff and volunteers and want to make sure that they are supported in their work. Other benefits we also offer are:

- A great team and a supportive culture
- Employer pension contributions matching up to 10%, and death in service cover
- Generous parental leave
- Flexible/hybrid working options
- Apprenticeships scheme, study leave and financial support for training & development
- Cycle to work scheme, eye test vouchers, and a staff loan scheme, access to an Employee Assistance Program
- An active Social Committee and staff events

Application & Interview process

See above (page 2) for How to Apply. Please note that we value the authenticity and individuality of our applicants and believe that your CV and cover letter should reflect your unique skills, experiences, and personality.

Successfully shortlisted applicants will be invited to interview online via MS Teams.

Accessibility

We believe in fostering an inclusive environment where all individuals, regardless of their abilities or circumstances, feel supported and valued. If you have any accessibility requirements or specific needs that you would like us to accommodate during the application process, please let us know. If you are unfamiliar with MS Teams and would like to familiarise yourself with the platform before the interview, we are more than happy to arrange a tech run-through to ensure your comfort and confidence.

Equal opportunities, diversity & inclusion

Don't meet every single requirement? At Fight for Sight we are dedicated to building a diverse and inclusive workforce, so if you're excited about this role but your past experience doesn't align perfectly with every item in the job description, we encourage you to apply anyway. You may be just the right candidate for this or other roles that we have.

We have an inclusive and accessible recruitment process, including any adjustments required to support people from diverse community groups.

Other information

We draw your attention to some important policies that govern the research that our charity funds. You can find these [here](#).