

eCommerce Assistant – Fixed Term Contract

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?

We exist to answer these questions.

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 do not accept this.

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 detect 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 our five-year growth strategy. **You'll be part of something impactful; we'd love to hear from you.**

Role Summary

The eCommerce Assistant will play an important role in supporting the growth of Fight for Sight's online retail operation and helping maximise income from donated goods.

Working as part of the Retail Team, you will support the day-to-day running of our eBay shop and other online sales channels, helping to process donations, create listings, dispatch orders and provide excellent customer service.

This is a varied and hands-on role that would suit someone with a passion for retail, sustainability and online selling. Full training will be provided, making this an excellent opportunity for someone looking to develop a career in charity retail and eCommerce.

Responsible to
eCommerce Manager

Direct reports

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

Working hours and contract

3 to 6 months fixed term contract (depending on availability). Full time, 35 hours per week.

You will primarily work Monday to Friday, 9.30am to 5.00pm. Flexibility to work occasional evenings and weekends will be required to support pop-up events and the needs of the business.

Salary

£23,132 per annum

Location

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

Travel to other Fight for Sight shops, Donation Hub and events may be required.

Start Date

As soon as possible.

Role Responsibilities

Online Sales & Listings:

- Create accurate and engaging listings across eBay and other online marketplaces using approved systems and AI-supported tools.
- Produce clear, high-quality photographs to showcase products effectively.
- Research brands, collectables and specialist items to help determine appropriate pricing and maximise income.
- Support the achievement of daily listing and sales targets.
- Ensure all listings are accurate, compliant and reflect organisational standards.

Stock Processing:

- Sort, grade and prepare donated stock for online sale.
- Research and identify brands, collectables and specialist items with potential resale value for sale through online marketplaces.
- Identify items suitable for online marketplaces and route stock appropriately.
- Maintain accurate stock records and inventory systems.
- Ensure sold items are removed from inventory promptly and accurately.

Order Fulfilment & Customer Service:

- Pick, pack and dispatch customer orders accurately and within agreed timescales.
- Prepare fragile and high-value items securely for shipment.
- Process returns in accordance with organisational procedures.
- Respond to customer enquiries professionally and promptly across all online sales channels.
- Help maintain excellent customer feedback ratings and service standards.

Volunteer Support:

- Support volunteers involved in eCommerce activities.
- Assist with volunteer inductions, training and day-to-day guidance.
- Help create a positive, welcoming and productive volunteer environment.

Events & Income Generation:

- Support the organisation and delivery of pop-up shops and retail events.
- Assist with preparing stock and merchandising for events.
- Support relationships with auction houses and specialist partners where appropriate.

Operations & Compliance:

- Follow all health and safety procedures and help maintain a safe working environment.
- Support Gift Aid processes to maximise income generation.
- Ensure equipment is maintained and report faults when necessary.
- Help maintain a clean, organised and efficient workspace.
- Follow all operational, financial and security procedures.
- Ensure volunteer expenses are recorded accurately and processed in line with organisational procedures.

Person specification

Required skills, knowledge & experience:

- Interest in online retail, eCommerce and sustainable shopping.
- Experience using online marketplaces such as eBay, Vinted, Depop, Facebook Marketplace or similar, either professionally or personally.
- Good IT skills, including Microsoft Office and confidence using online systems.
- Strong attention to detail and ability to work accurately.
- Good written and verbal communication skills.
- Strong organisational skills with the ability to prioritise workload effectively.
- Ability to work independently and as part of a team.
- Commitment to delivering excellent customer service.
- Research skills and willingness to learn about brands, collectables and product values.
- GCSE Grade 4/C or above (or equivalent) in English and Mathematics.

Personal Attributes

- Positive, enthusiastic and willing to learn.
- Highly organised and dependable.
- Comfortable working in a busy and fast-paced environment.
- Proactive with a "can-do" attitude.
- Interest in sustainability, reuse and charity retail.
- Comfortable working with volunteers and supporting people from a variety of backgrounds.
- Flexible and adaptable to changing priorities.
- Commitment to the mission and values of Fight for Sight.

Desirable:

- Experience working in retail, customer service or charity retail.
- Experience creating online listings or selling items online.
- Basic photography skills.
- Knowledge of fashion brands, collectables, antiques, books, media or other resale categories.

- Understanding of Gift Aid within charity retail.
- Experience supporting events, pop-up shops or promotional activities.

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, financial support for training & development
- Cycle to work scheme, eye test vouchers, a staff loan scheme, access to an Employee Assistance Program
- An active Social Committee and staff events

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](#).