

# eCommerce Assistant Manager

## 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, led by our CEO, Keith Valentine, who has valuable lived experience of sight loss. We've secured well-respected and highly engaged ambassadors, such as Sir John Major and Frances Segelman.

We are now looking for experienced, committed, and creative individuals to join our dynamic team to help realise a new five-year growth strategy. **You'll be part of something impactful, we'd love to hear from you.**

As the **eCommerce Assistant Manager**, you will play a pivotal role in driving the operational success of our online retail platforms and supporting the eCommerce Trading Manager in delivering strategies to maximise sales, profitability, and customer engagement. Working across eBay, Depop, and other marketplaces, you will ensure the efficient day-to-day running of our online operations while leading and developing a team of volunteers to help us achieve ambitious growth targets.

You will oversee the processing of high-quality stock, creation of accurate and engaging listings, prompt fulfilment of orders, and delivery of exceptional customer service. A key part of the role will be maintaining a steady supply of quality donations from our high street shops, working closely with Shop Managers and the Donations Hub to meet listing targets. You will also play a central role in income generation through special sales opportunities such as auctions, pop-up events, and promotional campaigns, collaborating with auction houses where appropriate to secure the best return on high-value items.

This role will contribute directly to our fast-track growth plans, including the rollout of AI tools to improve operational efficiency, pricing optimisation, and customer experience. You will champion engagement with our network of shops, ensuring online and in-store operations work hand in hand to maximise impact.

The ideal candidate will combine strong operational and organisational skills with confident leadership, excellent communication, and a proactive approach. You will have proven experience in online sales, preferably with eBay and other marketplaces, and a track record of delivering results in a fast-paced, evolving environment.

**This role offers the opportunity to play a key part in the growth and success of our retail network and the wider mission of Fight for Sight: to Save Sight. Change Lives.**

**Responsible to**

eCommerce Trading Manager

**Direct reports**

None

**Working hours and contract**

Permanent, full-time (35 hours per week).

You will primarily work Monday to Friday, 9.30am to 5.00pm, with flexibility to work weekends as required by the needs of the business.

**Salary**

£30K per annum

**Location**

Based at our eCommerce Hub above our West Norwood Shop, SE27 9AA

**How to Apply**

Please submit your CV and an up to two page supporting statement which evidences the specification to: [recruitment@fightforsight.org.uk](mailto:recruitment@fightforsight.org.uk) with subject header – **eCommerce Assistant Manager**

## Role Responsibilities

- Support the eCommerce Trading Manager and Head of Retail Operations in delivering and refining the eCommerce strategy aligned with charity goals and income targets.
- Deputise for the Trading Manager when required, ensuring continuity of operations and decision-making.
- Contribute to budget planning, KPI setting, and performance monitoring, providing insight and recommendations to drive growth.
- Identify, recommend, and implement improvements to processes, systems, and workflows to enhance efficiency and results.
- Oversee daily eCommerce operations including listing, pricing, photography, order fulfilment, and customer service.
- Maintain and enforce quality standards for listings, ensuring accurate descriptions, professional images, and competitive pricing.
- Ensure listing targets are set, monitored, and consistently achieved, maintaining high standards of accuracy, presentation, and efficiency.
- Support the Trading Manager in introducing and embedding AI tools to improve listings, pricing, and customer engagement across our shops, including regular shop visits to encourage uptake and provide training.
- Monitor and interpret sales data and trends, making evidence-based recommendations to maximise income opportunities.
- Coordinate with auction houses, where appropriate, to achieve the best return on high-value items.
- Lead and coordinate events, pop-ups, and promotional activities to engage customers, increase sales, and raise awareness of our mission.
- Collaborate with Shop Managers, Commercial Managers, and the Donations Hub to ensure a steady flow of high-quality donated stock.
- Implement and maintain efficient stock intake, processing, and rotation systems.

- Ensure optimal stock levels are maintained to meet daily and weekly listing targets.
- Recruit, train, and supervise a team of volunteers to support eCommerce operations working closely with our Volunteer Recruitment Manager.
- Provide engaging inductions, role-specific training, and regular feedback to volunteers.
- Foster a positive, inclusive, and high-performing team culture that encourages growth and retention.
- Work with the Trading Manager and Volunteer Recruitment Manager to build team capacity in line with fast-track growth ambitions.
- Maintain excellent customer service standards across all platforms.
- Respond to enquiries, feedback, and complaints promptly and professionally.
- Promote retail Gift Aid and ensure accurate processing of claims.
- Collaborate with marketing teams to enhance online presence and deliver targeted campaigns.
- Provide content and ideas for product features, promotions, and seasonal sales.
- Ensure adherence to financial controls, security protocols, and charity policies.
- Maintain a safe working environment for staff and volunteers, including health and safety training.
- Oversee the maintenance of a clean, safe, and well-organised working environment across the eCommerce Hub and associated work areas.
- Oversee equipment maintenance and ensure all resources are fit for purpose.

## Person specification

### Essential

- Proven experience with online marketplaces, particularly eBay and Depop, including listing, inventory management, and fulfilment.
- Strong organisational skills with the ability to manage multiple priorities, meet deadlines, and maintain high standards.
- Experience leading, training, and motivating volunteers or staff to achieve performance targets.
- Ability to analyse sales data, understand performance metrics, and make informed recommendations.
- Good photography skills for creating high-quality product images.
- Knowledge of popular brands and the ability to identify items with strong resale potential.
- Strong communication skills, both verbal and written, with attention to detail.
- Commitment to delivering excellent customer service and resolving issues efficiently.
- Understanding of eCommerce best practices, with the ability to adopt and promote new technologies, including AI tools.
- Ability to work collaboratively with shop teams and other departments to achieve shared objectives.
- Experience supporting organisational growth and adapting to change in a fast-paced environment.
- GCSE grade C or equivalent in Mathematics and English.

### Personal Attributes

- Comfortable working in a small team with a positive, “can-do” attitude with the ability to inspire and motivate others.
- Highly organised and adaptable in a fast-paced, evolving environment.
- Proactive, solution-focused, and able to take initiative.
- Calm, logical, and resilient under pressure.

- Commitment to the charity's mission and to supporting blind and partially sighted people.

### **Desirable**

- Experience in charity retail or online trading within the third sector.
- Knowledge of Gift Aid processes and application in charity retail.
- Understanding of marketing principles for online sales and branding.
- Experience organising events, auctions, or pop-up sales.

### **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**

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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
- 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**

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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. Therefore, please refrain from using AI tools, including ChatGPT, to produce your application

materials. Applications drafted with the assistance of AI will be automatically rejected.

Successfully shortlisted applicants will be invited to interview.

### **The interview process is planned as follows:**

- **1st Interview:** Conducted via MS Teams, scheduled as applications are received. This will be a Q&A session focused on your experience, skills, and motivation for the role.
- **2nd Interview:** In-person at our eCommerce Hub for shortlisted candidates, including a practical element followed by a Q&A session.

### **Accessibility**

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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**

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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.