

SARA LEE TRADING COMPANY



PERSON SPECIFICATION E-Commerce Support – Donation Centre

	Essential	Desirable
PHYSICAL		
Good work attendance record and fitness to undertake physical duties of the post	✓	
KNOWLEDGE & EXPERIENCE		
Experience of identifying, researching and organizing stock	✓	
Experience in Ecommerce sales across different platforms	✓	
Experience of working for or volunteering within a Charity		✓
Experience in promotion and sales across Social Media		✓
Experience of safely moving and handling stock	✓	
Numerate and literate	✓	
Experience working in a warehouse environment		✓
Experience working in charity retail / logistics		✓
Previous experience of working in an office environment		✓
Experience working to and achieving performance targets	✓	
Experience of supporting, recruiting and working with volunteers	✓	
SKILLS		
Flexibility and ability to work under own initiative	✓	
Good team player	✓	
Ability to work to tight time schedules	✓	
Ability to motivate others	✓	
Well organised and able to adapt and prioritise to changing circumstances	✓	
Good PC skills	✓	
Excellent numerical and literacy skills	✓	
Skills in MS Office (e.g Word, Excel)	✓	
Ability to manage conflict		✓
Excellent customer service skills face to face and remotely	✓	
KNOWLEDGE & UNDERSTANDLING		
Knowledge of antiques, collectibles and designer labels	✓	
PERSONAL ATTRIBUTES & ABILITIES		
Commitment and conscientious approach to work	✓	
A friendly and helpful manner	✓	
Trustworthy and honest	✓	
Non-judgmental outlook with the ability to communicate effectively with a diverse range of people	✓	
Reliable, flexible and adaptable with a sense of humour	✓	
OTHER		
Demonstrate an interest in & commitment to the mission and values of The Sara Lee Trust	✓	
Clean driving licence		✓
Willingness to travel between sites	✓	