

## ROLE PROFILE

### E-Commerce Co-Ordinator (ECC)

#### About Us

Rowans Hospice is a charity that provides free care and support to adults and their families living in the Portsmouth and South East Hampshire region who have a life-limiting illness. Established in 1994, our income is generated by ongoing support of the local community, donations, legacies, fundraising and through our retail shops.

- Many people think that hospices are all about dying, but through our many different services, we support people to live as well as they can with their illness. From the moment of diagnosis through to bereavement support. Our Living Well Services put an emphasis on living with a life-limiting illness and patients and carers can drop in and gain advice and support to maintain individuals' resilience.

The Hospice is also supported by an assembly of volunteers, from various backgrounds and ages who are crucial in supporting the teams to ensure people live well to the end of their life and attain a good death within a caring and compassionate environment.

#### Our Values (THRIVE)



Trusting others to keep their commitments. Creating a safe environment for colleagues, partners and service users. Trusting colleagues as competent in their field



Being open when things don't go well, and seeing these as opportunities to improve. Creating loyalty through integrity and transparency. Fairness and openness in how we treat one another



Respecting others' opinions, and strengths that are different to our own  
Operating with dignity, humility and compassion in all we do  
Respecting confidentiality and boundaries within our work



Increasing our reach of care through working collaboratively and raising the impact of our work. Ensuring all our actions have a positive outcome for patients and colleagues. Understanding the emotional toll that our work has on each other



Recognising and acknowledging achievements, and celebrating success  
Investing the time in each other to share stories and experiences  
Celebrating the value we bring to our community, and how important our community are to us



Embracing change and innovation, staying relevant to meet the population need and communities we don't reach. Being committed to developing ourselves and creating an environment for progression  
Commitment to changing at a sustainable pace, communicating our direction and plans

### Your Role

The E-Commerce Co-Ordinator (ECC) role will work across Rowans Hospice Retail which is led by the Warehouse Manager who are responsible to Head of Retail. The role is based at our Rowans Warehouse, Farlington.

### Job Purpose

Responsible for selecting good quality donations for online platforms, together with working across all areas of the online proposition, eBay, Vinted & Facebook Marketplace so that income generation opportunities and targets are developed and achieved across Rowans Hospice.

### Key Working Relationships

- RH Staff and Volunteers
- Donors and Supporters
- Contractors and Suppliers
- General Public

### Key Areas of Responsibility / Key Accountabilities

Under the direction and leadership of the Warehouse Manager:

- To be responsible for selecting donated items, researching and listing products suitable for our online platforms.
- To ensure the e-commerce departments are kept organised and tidy to a high standard.
- To be responsible for maintaining your own Health Safety in the work place, make appropriate suggestions where there may be an area of concern.
- To ensure the quantity of online listing numbers across all platforms are optimised for maximum income generation for the Hospice including using Ai
- To ensure the day to day operations of on-line platforms, including managing product listings, updating content and ensure seamless user experience for customers.
- To provide exceptional customer service by promptly addressing inquiries, resolving issues.
- To prioritise higher value item listings in a timely manner to ensure the online weekly target is achievable.
- To take clear, precise and detailed images of all donations across all platforms.
- To ensure the packaging of sold items from all online platforms in a timely manner to avoid refunds and breakages.

- To arrange dispatch of sold items across all online platforms using various couriers.
- To manage all related incoming telephone/message enquiries where needed.
- To greet Donors at the door when required and take in suitable donations.
- Ensure all Gift Aid opportunities are maximised and accurately processed.

### Compliance

- To complete mandatory and statutory training
- To take reasonable care for your own health and safety and that of others who may be affected by your acts or omissions. You should ensure that statutory regulations, policies, codes of practice and safety and good house-keeping rules are adhered to.

### Management Support

- To be guided under the direction and leadership of the Warehouse Manager.

### Person Specification

- Experience of working in the Charity donations sector.
- Experience of listing online & administration duties.
- Experience of working within online selling platforms eBay, Vinted & Facebook Marketplace.
- Photography skills, experience and knowledge of uploading to all online platforms.
- Understands expectation and prioritises workload to meet targets, communicates and collaborates with others.
- Excellent organisational and multi-tasking skills.
- Embrace changes in operational procedures across the organisation.
- Through effective communication gets tasks done within agreed deadline and standards.
- A Team player with a customer-oriented approach.
- Treats all employees fairly and with respect.
- Identifies and clarifies individual customer needs.
- Treats all customers/donors with courtesy and respect.
- Support in the training of all volunteers when required.
- Remains focused when faced with competing demands.
- Able to use own initiative.
- Prioritises work to maximise effective use of resources and effort.

Values based behaviours relevant to the role

Able to adapt to unforeseen daily changes through the ability to multitask and prioritise daily activities while working within a fast-paced environment i.e. liaising with online customers/donors, processing all online enquiries, monitoring online listing targets.

## Essential Competencies

Experience & knowledge of online platforms eBay, Vinted and Facebook Marketplace.  
Excellent organisation skills

- Excellent interpersonal skills and the ability to interact well with the team, donors, volunteers and online customers.

- Excellent verbal and written communication skills.

Responsibility for knowing appropriate limitations of the role and when to seek further advice.

Able to manage unexpected disruption or changes in your daily routine or schedule.

Able to handle high-pressured and situations in a busy environment.

Ability to manage sensitive and confidential information.

Able to show effective time management and diligence skills.

- Strong analytical and data-inputting skills and ability to manage multiple tasks at a time.

## Desirable Competencies

Experience of working online in a fast-paced environment.

Adaptable to changing IT and software systems and open to learning new skills.

Passion for helping people.

## Other

Undertake any duties, which may be reasonably required within the scope of the role.

Please note that this job description is not exhaustive, and you may be required to undertake other duties, which are broadly in line with the above key responsibilities.

Rowan's Hospice is committed to equality of opportunity and to eliminating discrimination. All employees are expected to follow our Code of Conduct and comply with policies and procedures. They must also undertake specific training and assume responsibility for safety relevant to specific roles.

Reviewed by:	Katie Green	Date:	13.11.2025
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Signed by employee:		Date:	
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