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| **Location:** | Emmaus Hastings & Rother: primarily at Whitworth Road but other locations as required |
| **Accountable to:** | Community Manager |
| **Responsible for:** | Delivery of the e-Sales & Charity Suite project |

**Overall Purpose of the Job**

Emmaus Hastings & Rother is a charity that supports formerly homeless people - ‘companions’ - to recover self-esteem and overcome homelessness for the long-term. Unlike other homelessness charities Emmaus doesn’t just offer a bed for the night. Instead we offer a home for as long as it’s needed in a supportive community environment together with meaningful work in our social enterprise, generating income that sustains the community through the resale of donated furniture and other household goods.

You will be responsible for delivery of the e-Sales & Charity Suite project, which targets increased online sales, Gift Aid recovery and the efficiency of our business processes. The two main elements of the project are a complete overhaul of our online sales process and roll-out of the MicroMkt Charity Suite EPOS system across the business. Alongside these, a key part of your role will be to coach staff, companions and volunteers in the use of the new systems. To deliver the project successfully it will be necessary to work across and become familiar with all aspects of the business.

**Main Duties and Responsibilities**

On a day-to-day basis you will report to the Business Manager and be responsible for:

* Growing the business through development, and delivery of an agreed plan and the processes to give added value through increased online sales, to include:

- identification of suitable platforms and the ongoing review of new online sales opportunities;

- selection, pricing & advertising of suitable goods for sale;

- invoicing, delivery & recording of sales and the preparation of weekly online sales reports;

- appropriate handling of customer queries & complaints;

- ensuring that legal requirements for online sales and our in-house financial controls are met;

- documentation of processes to form a training manual;

- involvement & training of companions, volunteers & other staff in the online process.

* Integration of the Charity Suite EPOS system to an agreed plan across the business and at all our locations, to include:

- implementation at all till-points;

- increased rates of registration for Gift Aid, both for collected & on-site donations for sale;

- simplified Gift Aid recovery and the preparation of Gift Aid recovery reports;

- implementation of the logistics planning tool for collections & deliveries and use in our vehicles;

- documentation of processes to form a training manual;

- involvement & training of companions, volunteers & other staff in the Charity Suite processes.

**Other Duties**

* Work across all aspects of the business as required.
* Ensure that information relating to companions is shared appropriately within the staff team.
* Ensure recognition of the value of companions’ and volunteers’ contributions.
* Perform any other tasks deemed necessary by the Community Manager.

**General**

* + Emmaus works with vulnerable people. Whilst preserving good working relationships with companions, other staff and trustees, you must observe proper professional boundaries in performing your role.
  + In your role you are expected to uphold Emmaus values and the policies and procedures of the charity whilst always acting to maintain the good reputation of Emmaus Hastings & Rother.