EMMAUS
South Manchester



Online Sales Co-ordinator

JOB INFORMATION PACK

No-one's life should be defined by homelessness



Thank you for your interest in the Online Sales Co-ordinator role at Emmaus South Manchester.

This pack provides you with useful information about our organisation, the job role and the application process. Please take the time to read this pack and our website to find out more about our charity, community and social enterprise.

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Emmaus overview

Emmaus South Manchester is a charity that will empower people to overcome homelessness for good. Our new residential community, once established, will offer a stable home and life-changing support to help people progress.

No-one's life should be defined by homelessness. Emmaus communities are here for people experiencing or at risk of homelessness. We see the person and their strengths – and help them get their life back on track, based on the future they want to create.

As part of a nationwide movement of local Emmaus charities, we will equip people with valuable skills, training and work experience to achieve their goals. The people we will support, will have a purpose and a chance to make a real contribution to their community.

Emmaus South Manchester is already a vital part of our local area. Our Wythenshawe Emporium charity store is a place to find affordable furniture, household items, clothing, books, music, toys and much more.

The money raised from items donated to and sold from our charity store is contributing to the start-up funds we need. By giving a new life to pre-loved items, we are also reducing household waste and promoting reuse.

Whilst raising funds to open our new community, we are also supporting local people living in poverty. We regularly donate items to people experiencing furniture poverty and give essentials such as clothes and coats to groups supporting people who are street homeless.







Our purpose

We exist to give hope and a sense of belonging to those who have experienced homelessness and poverty.

Our vision

A sustainable world in which everyone has a home and sense of belonging.

Our mission

To work together to overcome homelessness and social exclusion while using our voice to achieve social change.

Our values

Respect for others, ourselves, and our environment.
Sharing our resources, skills, challenges and successes.
Openness to ideas, challenges, and to other points of view.
Solidarity helping those in greatest need and opposing injustice.
Welcoming friendly, approachable and inclusive to all.

Emmaus movement

Emmaus South Manchester's work is focussed locally, but we are also part of a much wider secular movement.

Emmaus in the UK

Across the UK, there are 30 Emmaus charities. Emmaus in the UK has a federated structure, which means that each Emmaus charity is a member organisation, with its own staff team, volunteers and board of trustees.

Emmaus UK supports our federation, providing a range of services and expertise to assist the movement's development and growth within the UK.





Emmaus worldwide

The roots of Emmaus stretch back to Paris in 1949 and since then, more than 400 Emmaus groups have been established in over 40 countries around the world.

All Emmaus groups have the same values whilst operating in very diverse social, economic and political contexts. All share the same goal; acting against the causes of poverty whilst empowering people to make positive change happen.

Online Sales Co-ordinator
ROLE OVERVIEW



Every sale at Emmaus South Manchester takes us one step closer to our goal of opening a new Emmaus community.

We are looking for an enthusiastic and organised Online Sales Co-ordinator to support and grow our online retail presence. This is an exciting opportunity to combine your passion for customer service, online sales and retail with the rewarding experience of working for a charity that makes a real difference in people's lives.

As Online Sales Co-ordinator, you will play a key role in helping us maximise income through online sales platforms. You will help to ensure that donated items and quality second-hand goods reach the desired target audience whilst supporting our charitable mission.

This is an exciting opportunity for someone with a passion for online retail, who wants to make a meaningful difference while helping Emmaus South Manchester to grow.

Online Sales Co-ordinator
JOB DESCRIPTION

Location:	Emmaus South Manchester, Wythenshawe
Reporting to:	Operations Manager
Responsible for:	Online Sales & Online Customers

Summary of the role

Working closely with the retail team, you will be responsible for listing products, managing online sales, processing orders and delivering an excellent customer experience.

Key responsibilities

- Photograph, research and create accurate listings for donated items across online sales platforms.
- Write engaging product descriptions and ensure listings are optimised to maximise sales.
- Process online orders efficiently and accurately.
- Package and dispatch sold items within agreed timescales.
- Respond to customer enquiries professionally and promptly.
- Monitor online inventory and maintain accurate records.
- Support the identification of high-value and specialist donated items.
- Assist with stock management, pricing and product selection.
- Ensure all online sales activities comply with company procedures and relevant legislation.
- Support the development and growth of the charity's online retail offering.

Online Sales Co-ordinator
PERSON SPECIFICATION

Essential skills and experience

- Good IT skills, including Microsoft Office applications.
- Strong written and verbal communication skills.
- Excellent organisational skills and attention to detail.
- Ability to prioritise workload and meet deadlines.
- Experience handling and processing stock.

Desirable skills and experience

- Previous experience within e-commerce, online marketplaces or retail.
- Experience using platforms such as eBay, Shopify, Amazon Marketplace or Etsy.
- Knowledge of collectibles, antiques, fashion, books, media or vintage items.
- Experience of photography for online retail listings.

Personal attributes

- Passionate about retail and e-commerce.
- Highly organised with excellent attention to detail.
- Confident using computers and online systems.
- Able to write clear and engaging product descriptions.
- Customer-focused with excellent communication skills.
- Self-motivated and able to work independently.
- Flexible and willing to support the wider retail team when required.
- Experience with working with volunteers.

Online Sales Co-ordinator
TERMS OF EMPLOYMENT & BENEFITS

Starting salary:	£13.12 per hour
Hours of work:	Part-time (28 hours per week)
Work location:	On-site - Wythenshawe
Contract:	2 years
Probation period:	6 months
Pension:	Stakeholder pension with employer contribution
Holidays:	Generous holiday entitlement, calculated on a pro rata basis
Training and development:	Ongoing training and development
Employee Assistance:	24/7 employee assistance scheme is available
Exclusive Discounts:	Blue Light Card

This post is subject to an Enhanced DBS check and receipt of satisfactory references.

Online Sales Co-ordinator
APPLICATION PROCESS

You are invited to apply for this role by emailing your CV and a covering letter, outlining why you would be a great fit for this role, to:
reuben@emmaussouthmanchester.org.uk

Please ensure you refer to the job description and person specification when completing your covering letter.

The closing date for applications is 8am on Monday 23 November 2026.
Successful applicants will be invited to interview on Wednesday 2 December or Thursday 3 December 2026.

Emmaus South Manchester is committed to building an inclusive community where everyone is valued, respected and able to thrive. We welcome applications from people of all backgrounds, experiences and perspectives, particularly those who share our belief in dignity, community and opportunity for all.

We are committed to ensuring our recruitment process is fair, transparent and accessible. If you require any reasonable adjustments at any stage, please let us know and we will be happy to support you.

EMMAUS
South Manchester

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emmaus.org.uk/south-manchester

Charity No. 1185563, Company No. 11181301