



E-Commerce Assistant

Hours: 10 hours per week (Tuesday & Friday 9am - 2pm)

Contract: 6 Months Fixed Term – to 28th February 2027

Remuneration: Real Living Wage Employer - £13.45 Per Hour

Location: Head Office, Westlea, Swindon / Various locations

Reporting to: Kirstie Hacker - Operations Director

Department: Operations

Overview

Swindon Food Collective is Swindon's only food bank, providing emergency food parcels designed to support individuals and families for 3–5 days. The organisation operates more than 20 food donation and collection points across Swindon, alongside a warehouse in Westlea and 12 distribution centres throughout Swindon and the surrounding areas.

With a team of 10 staff members and more than 130 volunteers, this role reports directly to the Operations Director and is essential to the smooth running of the organisation. The successful candidate will be responsible for coordinating the organisation's e-commerce platforms, identifying suitable products for sale, managing product listings from setup through to publication, and driving online sales to achieve agreed business objectives.

Key Responsibilities

- Identify items within the existing stock pool that are suitable for sale across the company's e-commerce platforms.
- Research the market and determine competitive pricing while ensuring established KPI and profit targets are achieved.
- Maintain and update the stock database, ensuring inventory records are accurate and up to date.
- Photograph products to a high standard, ensuring all key features and details are captured clearly and accurately.
- Create, publish, and maintain product listings across e-commerce sales platforms, ensuring all information is accurate and compelling.
- Process, package, and dispatch customer orders in line with agreed performance targets and service standards.
- Monitor and manage product listings, making updates as required to optimise sales performance.
- Demonstrate flexibility by supporting additional administrative duties and other business activities as required.

Essential Skills and Experience

- Strong organisational skills with a methodical and detail-oriented approach to work.
- Excellent communication and interpersonal skills, with the ability to work effectively as part of a team.
- Experience using online sales platforms such as eBay and Vinted.
- Proficient in Microsoft Excel and Google Docs, with the ability to maintain accurate records and manage data efficiently.
- Physically capable of lifting and handling heavy boxes safely as part of the role.