

## JOB DESCRIPTION

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**Job Title:** Buying and trading Assistant

**Department:** Income Generation

**Reporting to:** Online Trading and Buying Manager

**Location:** Home/ Head office with some travel possible

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### PURPOSE OF ROLE:

To support the Online Trading and Buying manager to ensure smooth running of the online shop and to assist with the critical path for all New Goods range selections for sale in the retail shops and online. Manage day to day activities and assist the manager with all buying processes to ensure on time purchasing, delivery and sales. To contribute to achieving income targets for the Online Shop and New Goods within retail.

### MAIN DUTIES AND RESPONSIBILITIES

#### Online shop:

- Under guidance, ensure new lines are added and deleted as seasonally relevant, and all information at product level is accurate (such as pricing, product tags, descriptions , collections and images)
- Monitor incoming orders and ensure the suppliers are fulfilling them in a timely manner, liaising with the suppliers and warehouse as necessary.
- Respond to customer service emails and ensure a high level of customer care at all times
- Work with the buying manager to promote the online shop products, ranges and new collections to the press via our online system. Upload and manage the image library. Assist with writing bi-monthly press releases
- Manage the online shop inventory, ensuring discontinued lines are removed in line with established processes, and seasonal products are hidden or shown as required.
- Ensure email marketing deadlines are met, and scheduled in line with process
- Schedule and provide content for social media posts, in line with marketing plans
- Provide additional cover for the smooth running of the online shop orders and customer care during very busy times, such as holidays or peak trading. This may involve some working outside of standard hours.

#### New Goods Buying:

- All administration tasks required to enable the timely purchase and delivery of New (Bought - in) goods for resale in the shops or online. Creating the product and uploading all required information into the E-productive online system, such as product category, supplier ID, cost, retail, PLU and barcodes.
- Liaise with the suppliers to obtain all information within a timely manner, and to work with the manager to plan and upload the shop allocations ahead of the deliveries
- Work together with shops, area management teams and internal teams (finance /marketing) to ensure Purchase Orders are raised in time, shop discrepancies are dealt with and best- selling lines are monitored and proposed for repeat orders.
- Carry out comparative shop analysis both online and on the high street to identify trends and new opportunities. Produce SWOT analysis seasonally to ensure we remain competitive in product offer and pricing.
- Attend supplier meetings (face to face and online) where needed, to take notes and actions and assist with product selections. Attendance of UK trade fairs with the manager as appropriate.
- Carry out all other administration tasks associated with the buying process, and act as the main liaison with shops and other departments on all queries relating to New Goods.

Prepared by: Savina Barnes

Date Prepared: June. 2025

## PERSON SPECIFICATION

	Essential	Desirable
<b>Experience &amp; Knowledge</b>		
Experience of working in a similar admin/support role	●	
Understands buying processes or online selling.	●	
Experience of product development or working with product suppliers		●
Well-developed IT skills such as MS Office: Teams, Word, Excel, Outlook, PowerPoint, Canva	●	
Exceptional written and spoken Customer Care skills. Use to being able to offer problem-solving solutions to customer queries	●	
Experience of using Shopify or similar online platform		●
An understanding of digital marketing and/or Press		●
<b>Skills, Aptitudes &amp; Abilities</b>		
Able to juggle a varied workload, be organised, with high attention to detail and is a “completer-finisher”	●	
Ability to utilise multiple programmes and platforms simultaneously, copying and pasting information and have multiple projects running at the same time	●	
Excellent communication and interpersonal skills	●	

Demonstrates high attention to detail and maintains accuracy	●	
Consistently able to prioritise and manage a busy workload whilst meeting deadlines	●	
Logical thinking and ability to solve problems	●	
Remains calm and positive under pressure	●	
Ability to communicate through the medium of Welsh		●
Has experience of social media platforms and use		●

### **FLEXIBILITY STATEMENT**

In addition to the duties and responsibilities outlines, you must be prepared to undertake such additional duties which may result from changing circumstances, but which may not of necessity change the general character or level of responsibility to the post.

### **CONFIDENTIALITY**

Ensure, in the course of employment, complete confidentiality is maintained in respect of the Charity, its dealings, transactions, affairs and all other information relating to clients, participants, associates, staff etc. and to ensure that all information relating to the above is processed in accordance with the Data Protection Act 2018 and the EU General Data Protection Regulation ('GDPR')

### **COMPETENCE**

You are responsible for limiting your actions to those which you feel competent to undertake. If you have any doubts about your competence during the course of your duties you should immediately speak to your line manager.

### **RISK MANAGEMENT**

It is a standard element of the role and responsibility of all staff within the Charity fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

### **HEALTH AND SAFETY REQUIREMENTS**

All employees of the Charity have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Charity to meet its own legal duties and to report any hazardous situations or defective equipment.

### **SMOKING**

All employees, whilst in Tenovus Cancer Care's employment, are required to adhere to the Charity's no smoking policy. Any breach of this policy will be deemed as gross misconduct.

### **WORKING WITH VOLUNTEERS**

All employees, whilst in Tenovus Cancer Care's employment, may be required to recruit and manage volunteers. This is an expectation for all roles at Tenovus and full support will be provided by Tenovus' Volunteering department.

### **EQUAL OPPORTUNITIES**

The Charity is committed to providing equal opportunities in employment and to avoiding unlawful discrimination in employment and against customers. All employees are expected to promote equal opportunities for staff and clients in accordance with the Charity's Equal Opportunity Policy and Procedure.

### **VALUES**

The charity works within a culture that reflects the following values – Integrity, Supportive, Inclusive, Innovative and Collaborative. All employees are expected to demonstrate and reflect these values in their day to day activities.