



Post: Buying/Ecommerce Assistant
Department: The Botanics Trading Company Limited (BTC)
Division: Enterprise & Communication

Key responsibilities

Buying administration

In conjunction with the Buying Team/Stock Controller you will be responsible for:

- Placing weekly replenishment orders for stock to meet required stock levels for the shops at all 4 sites
- Raising purchase order numbers on finance system
- Liaising with suppliers to place orders and establish lead times
- Assist in raising orders for seasonal stock
- Collate buying information and orders placed for key seasonal launches and delivery schedules to all sites
- Oversee product information details to present to retail team for training
- Oversee administrative tasks related to buying function
- Oversee signage information for shop floor

Ecommerce Administration

Oversee back-office functions of the RBGE Shopify online shop including:

- Setting up all new products
- Setting up features, promotions, and discounts
- Pulling off orders to be picked by retail team
- Ensuring fulfilment of orders is complete
- Dealing with online customer enquiries and issues
- Oversee new product photography for online shop
- Develop categories for inclusion on online shop including seasonal lines
- Collate monthly reports on online sales and analytics
- Work with Buyers on development of a Print on Demand offer for the online shop
- Assist with fulfilment at busy times
- Assist in the overall development of the online shop to increase sales and profitability
- Regular review of functionality of the online shop to ensure issues are resolved swiftly

Other

- Assisting with Shop floor duties during buy times

Specific Objectives

Work closely with the buying team to ensure stock is ordered to the correct seasonal levels and in a timely fashion to contribute to monthly sales targets

Assist in development of the online shop to better represent RBGE brand increase sales and meet or exceed budgeted revenue targets



Person Specification

Skills/Aptitude	Essential	Desirable
Excellent organisational skills and experience of managing tasks effectively	*	
Proactive and take responsibility for own workload, prioritising to meet conflicting demands	*	
Excellent interpersonal skills and have the ability to communicate effectively with people at all levels including staff, customers and suppliers	*	
Excellent customer services skills	*	
Ability to work flexibly across a range of areas		*
Ability to use initiative and work to tight deadlines	*	

Knowledge	Essential	Desirable
Previous experience of working with Shopify or other ecommerce platforms	*	
Previous experience of working in a busy retail environment	*	
Computer literate – use of Microsoft Word, Outlook, Excel, databases		*
Previous experience of answering enquiries		*
Ability to follow established work procedures	*	

Professional Qualifications	Essential	Desirable
A qualification in Administration or relevant experience		*
SVQ Level 3 or equivalent in Customer Care or relevant experience		*
Driving license		*