

Position Profile – E-commerce Manager

Title	E-Commerce Manager
Purpose	To work closely with the E-Commerce Manager and Senior Manager to help manage our fast-moving Ecommerce business development.
Reports to	Senior E-commerce Manager
Direct Reports	None
Key Areas of Responsibility	<p>E-COMMERCE SUPPORT & ANALYSIS</p> <ul style="list-style-type: none"> Supporting the Senior E-Commerce Manager to Drive sales through strong promotional and online activity management. Collaborating with Marketing Managers to optimise activity to support trade plans Invoice approval, reporting, pricing analysis and queries Creating and managing Amazon Case Logs for new and ongoing disputes Building, managing & reporting Amazon ads campaigns – (AMS & DSP) Communicating to the client via regular meetings and scheduled reports. Developing and optimising online brand assets for new and existing products. Supporting the E-commerce Team at client and Amazon (and other online retailer) meetings To be responsible for in house sales reporting (e.g. Ceuta analytics) for the Ecommerce team. Monitoring Amazon PPM% and Amazon RSPs to ensure that our portfolio remains profitable. Communicating to the client via regular meetings and scheduled reports. Advising clients on the process to navigate the Amazon COGS and recommendations for a successful ecommerce business. You will be required to carry out any other reasonable task in relation to the overall job, as required.
Professional Competencies	<p>Career Experience</p> <ul style="list-style-type: none"> A minimum previous experience of 2 years in a busy office environment is essential. Experience with Amazon ads – AMS & DSP A minimum of 12 months in a similar E-commerce related role, with specific experience of Amazon & their invoicing process. Amazon 1p & 3p experience preferable. Previous experience of utilising multiple finance systems in day-to-day work, with the ability to extract and manipulate data to help make informed business decisions. Experience in a client & customer-facing role is preferable <p>Qualifications</p> <ul style="list-style-type: none"> Educated to A Level standards or above including a good general standard of Maths and English. <p>Required Skills</p> <ul style="list-style-type: none"> The ability to use Excel to an intermediate level in order to analyse sales performance data Self-motivated, well organised individual, who can prioritise and work effectively within a team The ability to effectively manage customer/client queries and complaints in order to find solutions. Strong problem solver and innovator. Experience of using your initiative to create better processes and more efficient ways of working.

	<ul style="list-style-type: none"> ○ The ability to use PowerPoint to an intermediate level in order to produce engaging and impactful presentations ○ The ability to proactively anticipate issues and solve them in a timely manner by investigating as appropriate and liaising with internal and external stakeholders. ○ The ability to autonomously manage and prioritise your own workload in order to ensure accuracy, attention to detail and that deadlines are met as agreed. ○ The ability to develop and maintain relevant and current knowledge of the industry. ○ The ability to communicate effectively with internal colleagues and external clients, customers and suppliers. 	
Ceuta Group Core 6 Behavioural Competencies	Effective Communication – 4 Creates a safe environment for open communication enabling colleagues to communicate more effectively Is able to accept feedback and deliver proactive management solutions Recognises when others are having difficulty understanding information and adapts their style appropriately Acknowledges all mind-sets and successfully motivates others to act in the best interests of the company Effectively communicates the business objectives with others whilst building a positive company culture Always scans work for ambiguity or misinterpretation before sending	Client Focussed – 4 Demonstrates an in-depth understanding of customer needs to ensure that business decisions reflect the clients/customers perspective. Encourages detailed insight from front line colleagues regarding client/customer needs and expectations to remain solution focused Advocates on behalf of the organisation to build trust and add value with the client/customer Ensures client/customer expectations are consistently prioritised and managed especially during critical periods Provides the client/customer with constructive feedback regarding issues/problems encountered Creates an environment where team/s are empowered to put clients /customers first
	People Driven – 3 Trusts colleagues to deliver work once delegated appropriately to create positive work outputs Acts as a team player, investing time to generate a common focus and genuine team spirit Provides a supportive environment and removes barriers to ineffective working Takes responsibility for creating a working environment that encourages equality, diversity and inclusion Consistently demonstrates the ability to give timely and constructive feedback Encourages and seeks out feedback and makes positive improvements regardless of how the feedback was given	Drives Performance & Efficiency – 4 Is demanding of self and others in pursuit of outstanding client/customer results Monitors self/team progress toward goals and adjusts priorities as needed to maximise productivity, efficiency & effectiveness Holds self and team accountable for outcomes against performance defined metrics Approaches problems methodically and develops solutions with sustainable & measurable results Weighs up priority and benefits of different actions and activities to achieve cost effective outcomes Questions and challenges the value being delivered through commercial arrangements with external business partners

	Recognises potential in others and encourages self-development	
	<p>Supports & Embraces Change – 4</p> <p>Creates a sense of shared vision and excitement for change, whilst persuasively communicating the rationale for change</p> <p>Paces change appropriately for others; balancing the need for speed of change with needs of the business and its employees</p> <p>Proactive in identifying barriers to change and seeking ways to overcome them Involves others early in the change implementation process to increase commitment and reduce defensiveness</p> <p>Considers the cumulative impact of implementing change on their own business areas (culture, structure, service and morale)</p> <p>Provides input on a regular basis to keep people informed and up to date</p>	<p>Grows the Business – 4</p> <p>Uses a variety of sources of insightful information to ensure correct decisions are made to drive additional revenue</p> <p>Creates best practice policies, plans and service provision to meet the diverse needs of clients/customers</p> <p>Brings together the views and perspectives of stakeholders to gain a wider picture of the landscape surrounding activities and policies Implements strategies and plans which not only support the immediate team, but the wider business</p> <p>Makes quick confident decisions at a strategic level to ensure that the organisational goals are met Is resourceful in expanding their knowledge of the industry, competition and/or marketplace in order to make strategic fact-based decisions</p> <p>Has an extensive and comprehensive understanding of the Ceuta Group's services in order to drive intergroup business growth opportunities</p>