



ECommerce Assistant

Closing Date: Wednesday 29 November, midday

Expected Interview Date: 7 December 2023

Recruitment Reference:

HES/23/276

Starting Salary:

£21,452 pro rata per annum

Salary Range:

£21,452 - £22,272 pro rata per annum

Pay Band:

A

Directorate:

Marketing and Engagement

Location:

Historic Scotland
Warehouse, Seafield
Industrial Estate, Edinburgh

Line Manager:

Stephen Reid, Warehouse
Manager

Contract Type:

Fixed term appointment
until 18 June 2025

Working Hours:

Full Time, 37 hours per
week

Thank you for your interest in the post of ECommerce Assistant with Historic Environment Scotland, based at Seafield Industrial Estate, Edinburgh. This is a fixed term and pensionable appointment.

Reporting to the Warehouse Manager and working as part of a retail team responsible for over 70 heritage attraction shops in Scotland, and an online shop, this is key role in the retail warehouse team.

Your core responsibility will be for the picking and packing of orders, and daily replenishment, for our online shop, Stòr. You will also be responsible for admin relating to this, as well as general admin tasks for the warehouse team. If required you will also assist with the picking and packing of stock to our 74 shops.

About us

We are the lead body for Scotland's historic environment; a charity dedicated to the advancement of heritage, culture, education and environmental protection. We're at the forefront of researching and understanding the historic environment, and addressing the impact of climate change on its future. We investigate and record architectural and archaeological sites and landscapes across Scotland and care for more than 300 properties of national importance. We have a People Strategy, which is an overarching strategy to ensure we support and develop staff within the organisation.

Our Vision

Our vision is that Scotland's historic environment is cherished, understood, shared and enjoyed with pride by everyone.



Our Priorities

- The historic environment makes a real difference to people's lives
- The historic environment is looked after, protected and managed for the generations to come.
- The historic environment makes a broader contribution to the economy of Scotland and it's people
- The historic environment inspires a creative and vibrant Scotland
- The historic environment is cared for and championed by a high performing organisation.

Overview of the post and information about the team

The retail team, based at Longmore House in Edinburgh, buys and develops product for sale in our 70+ outlets across Scotland and online. Within that, the Merchandising and Warehouse team is formed of a team of 14 and is headed up by the Merchandising Manager. It is responsible for managing the stock ordering and distribution of our product ranges, plus analysis to support decision making across all levels.

As an ECommerce Assistant, you will form part of a team of 8, based at the Seafeld Warehouse and Distribution Centre. Your core responsibility will be for the picking and packing of orders, and daily replenishment, for our online shop, Stòr. You will also be responsible for the admin relating to this, as well as general admin tasks for the warehouse team. If required you will also assist with the picking and packing of stock to our 74 shops.

Key responsibilities, duties and objectives

- Picking and packing of all online shop orders ensuring accuracy of stock shipped and delivering excellent customer service
- Picking and packing of all promotional stock, hampers, gift baskets and gift bags relating to Black Friday and Christmas etc
- Overseeing stock levels within the online shop including daily replenishment and Shopify updating
- Liaison with drop ship suppliers
- Receiving and quality checking of all supplier orders into the online shop ensuring accuracy and system input to allow payment of invoices
- Follow stock procedures including any audit paperwork
- Complete all Warehouse compliance reports including stock variances and open transfers
- Check all incoming stock to the Warehouse in our POS system to ensure correct barcoding and quality.
- Liaise with buying team on inbound/ outbound packaging to meet KPIs as part of our environmental impact.
- Complete all RTV's in the Warehouse liaising with suppliers and sites
- Work with the rest of the Warehouse team to prepare and deliver two annual stocktakes as well as an annual online shop stocktake



- Follow all Health and Safety legislation relating to the busy Warehouse environment
- Keep online shop and Warehouse housekeeping standards high to ensure a clean and safe working environment
- Work with the rest of the Warehouse team to assist in the picking and packing of all site transfers if required

Post Competencies

You will be assessed against these competencies during our selection process.

Core Competencies:

- Delivering excellent Service – Demonstrating a commitment to quality services
- Teamwork - Contributing to and supporting working together
- Planning and Organising - Putting plans and resources in place to achieve results
- Communication - Communicating appropriately and clearly
- Knowledge & Expertise - Applying and developing knowledge and expertise to achieve results - (See below for specific criteria)

Knowledge, skills and experience

You will be required to demonstrate that you meet the requirements and qualifications below as part of the selection process.

Essential requirements:

- Proficiency in using a computer and a willingness to develop your digital skills
- Experience in a Warehouse environment
- Highly organised with excellent attention to detail
- Team player with a desire to learn new skills
- Able to work flexibly to support the team where required

Desirable requirements:

- Experience using a stock management system
- Previous Online or Retail experience



What we offer

We welcome applications from all nationalities, ensuring that they have the right to work in the UK and applying for a job with us could open the door to a unique work environment. It could also give you job satisfaction and excellent development opportunities, plus a competitive salary, equivalent of 25 days paid holidays (rising to 30 days after 3 years' service) and 11.5 public holidays a year – pro rata for part time staff.

In addition we offer a great benefits package to our employees which includes:

- flexible working hours (where appropriate)
- special leave
- maternity/paternity leave
- adoption leave
- reimbursement for relevant professional subscriptions
- support for further education and personal development
- study leave for work related courses
- access to a learning resource centre

Health and welfare

We offer you access to:

- our Employee Assistance Programme – for confidential advice and counselling
- an occupational sick pay scheme
- discounts at some local authority leisure facilities
- interest free loans for bicycles and annual travel passes (see 'season ticket' below)
- reasonable adjustments when needed, as part of our Equalities policy

Staff discounts

You will receive:

- free entry to all of our properties (with up to three guests)
- free entry to English Heritage, Manx and Cadw properties
- 20% off purchases in our retail outlets

Season tickets

You can receive an advance to help with the cost of buying an annual season ticket for travel between home and work. The advance is then repaid from your salary over the life of the season ticket. Available to all permanent and fixed-term staff.



How to apply for this post

You can apply on-line by visiting our website at <https://applications.historicenvironment.scot/>.

Guidance on completing the application can be found in the 'Guidance notes for applicants' document, also available at the above website, which we recommend that you read, in conjunction with this Job Description.

Your application must arrive by the advertised closing date. Please note that when applying online, we will only be able to see your application once you fully submit it.

If you are unable to complete an online application form, please email recruit@hes.scot, quoting the job title and recruitment reference, and we will arrange for an application form to be sent to you.

Please note that, as we operate an electronic recruitment system, we will contact you via the email address that you provide in your application to inform you of the outcome of your application.

For further information about the post, please contact Stephen Reid, Warehouse Manager via email at stephen.reid@hes.scot.

We welcome all applicants from under-represented groups within HES. We know from our [equality monitoring](#) that we need to increase our diversity in terms of ethnicity and disability. We also want to address occupational areas where the ratio is disproportionately in favour of women or men. We ask all applicants to complete the Equality Monitoring section of the recruitment paperwork to help us pursue a diverse and inclusive workforce. In support of our Gaelic language plan we welcome applications from Gaelic speakers.

Human Resources
Historic Environment Scotland