

## E-commerce Manager

Based: Bury St Edmunds, Suffolk

### The Opportunity

Due to growth in our e-commerce activities, this a great opportunity to join us in a new role, reporting the managing Director; combining day to day operational delivery, with vision and leadership to develop this key area of our business. You will be joining a dynamic business with sustainability and the environment at its heart.

### The role

*To maximise client revenue through multiple ecommerce sites and marketplaces, delivering highly effective e-commerce operating models and profitable marketing campaigns*

- Deliver and grow profitable e-commerce services across the full range of digital platforms and marketplaces
- Management and delivery of e-commerce client projects from inception to conclusion, including operational problem resolution.
- Support, lead and develop the e-commerce team and other colleagues from across the business
- Implement e-commerce Standard Operating Procedures which are compliant with the regulatory framework for medicines and medical devices
- Optimise operational protocols including financial controls, stock control, quality control, warehousing and logistics processes
- Commission e-commerce services and contract manage 3<sup>rd</sup> party suppliers/ partners
- Devise innovative digital marketing campaigns and deliver marketing services (digital, print and direct marketing) to support e-commerce projects and drive sales
- Monitor sales and fulfilment performance and provide campaign analytics/client communications
- Maintain campaign and profit data and produce regular performance and monitoring reports for the Managing Director.
- Contribute to Business development by proposing innovative solutions and seeking profitable e-commerce and marketing solutions to client needs

## Required skills

- At least 2 years experience of e-commerce delivery and operating models
- Excellent computer literacy skills and knowledge of a range of e-commerce digital platforms (Amazon, eBay etc).
- Knowledge of a variety of markets, ideally including healthcare, with awareness of relevant regulatory frameworks
- Strong Commercial awareness with skills in Financial control and budget management
- Creativity and vision to drive ecommerce sales through marketing
- Ability to deliver an outstanding customer experience with attention to detail
- Excellent written and verbal communication skills
- Creative and tenacious problem solving skills
- Positive and responsive attitude

## About you

It is important to us that you bring your own **uniqueness** to our team. You will need to be passionate about e-commerce and have vision and drive to grow the e-commerce business. You will also enjoy resolving day to day problems and delivering outstanding customer service. As an organised and methodical person you will thrive on delivering to **deadlines**. You will need a **commercial** approach and be adaptable and responsive to client expectations.

## About Precision

Precision is an independent digital and marketing solutions company providing data driven solutions to large and small businesses, some of which are household names.

At Precision we work hard and play hard. We make sure colleagues have a safe and supportive place to work and we have **COVID-secure** procedures and precautions in place. We support homeworking where appropriate, however this role will require frequent presence in our carbon neutral head office in Bury St Edmunds. The role is full time, although there may be some opportunity for flexible working.

The office environment is **modern** and comfortable and training and development opportunities are available for all colleagues. We have a history of developing our colleagues and like to offer progression opportunities as they arise. We also take a proactive approach to the **wellbeing** of our teams.

The salary for the role is competitive and takes account of previous skills and experience. Full time roles attract 23 days holiday per year (including 3 to be taken between Christmas and new year) plus bank holidays. Generous employer pension contributions.

## Application process

Please send your current CV and a covering letter to [recruitment@precision.co.uk](mailto:recruitment@precision.co.uk)

Your covering letter should tell us what you think you can bring to Precision, your salary expectations, confirmation of your eligibility to work in the UK and willingness to travel to be based at our Bury St Edmunds office. Don't forget to include your contact details.

*We welcome applications from all suitably qualified applicants.*

*No agencies please*

