Job Title: Ecommerce Concession & Marketplace Assistant

Job Purpose: To support the Marketplaces Manager to plan and trade sales across partner websites to maximise profit for the business. You will work closely with our new and existing concession partners to support business growth, being the main liaison for all product, pricing and imagery requirements.

Key Relationships: Ecommerce Team, Merchandising Team, Buying Team, Concession Partners, IT

Responsible to: Marketplaces Manager

Role and Responsibilities:

- Work with concession and marketplace partners (mainly John Lewis, House of Fraser, Debenhams, Bloomingdales and Zalando) to communicate all trading and promotional opportunities to maximise trade, in line with, and additional to, our solus channels.
- Manage flow of product, pricing and imagery data to concession partners
- Completing daily and weekly reporting to highlight trade opportunities and risks, taking into account cover across all size ranges, and planned promotional and sale activity.

Key responsibilities

Planning

- Responsible for sending product data to concessions and marketplaces in the require format, and ensuring data is accurate and in line with stock availability. This includes:
  - Responsibility for maintaining product upload datasheets, and gathering correct information from other parts of the business where necessary
  - Ensuring product loaded onto partner websites before stock available in the business
  - Ability to troubleshoot product imagery and data issues, and working with an aggregating partner to correct data errors.
• Responsible for working with the concession partners to optimise the on-site product journey, including:
  o Ensuring all products assigned to all relevant categories on concession websites
  o Ensuring all products are available on concession sites in a timely manner.

• Work with the eCommerce trading team to manage stocks for the season including promotional stock builds and recalls across concession channels.

• Work with trading team to feed timely option requirements, volumes and sizes into the range planning process in order to fulfil the web plan.

• Communicate promotional, stock and product launch dates, delays or updates to all concession partners.

Trading

• Agree plan of action with the Marketplaces Manager to ensure all trading opportunities are maximised and any risks highlighted and mitigated against.

• Identify opportunities to improve, increase or decrease assortment, allocations and availability of products by channel.

• Review and communicate actions for best / worst sellers and category opportunity weekly.

• Supporting concession partners by communicating promotional activity, ensuring successful sending of price files, and checking that promotional pricing goes live in a timely fashion.

Analysis and Reporting

• Assist in completing weekly and daily reporting to highlight opportunities and risks, taking into account planned promotional and sale activity.

• Collate and distribute daily and weekly reporting as directed.

• Supporting the Marketplaces Manager in producing Monday and ad hoc digital reporting, providing key category and product insight and presenting in team trade meetings.

• Compile season analysis to review lessons learnt and suggest actions.

• Carry out ad-hoc analysis to identify risks and opportunities to review how our brand sits with competitors and present how this affects trade. This includes product ranges, prices, discounts, product display and width of offer.

• Learn and develop ways to report web analytics and trends.
Other

- Develop productive internal and external relationships to drive understanding of web behaviours and differences, but also integrate it as a key channel in the business.
- Develop industry and best practice knowledge of multi-channel trading
- From time to time supporting the team in other digital activities as required.

Skills Required

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<th>Criteria</th>
<th>Measures/Evidence</th>
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<tr>
<td><strong>Technical Skills</strong></td>
<td>• Superior Excel skills</td>
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<td>• Experience working with business intelligence and merchandising platforms – ideally CIMS</td>
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<td><strong>Professional Expertise</strong></td>
<td>• Strong analytical ability</td>
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<td>• Experience working with concession partners (preferred)</td>
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<td>• Excellent organisational skills and ability to prioritise in fast-paced environment</td>
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<td>• Strong written and verbal communication skills</td>
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<td>• General understanding of website disciplines</td>
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<td>• Ability to professionally engage with, and positively influence, key stakeholders from different stakeholders in the business from different disciplines</td>
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### People Values

| Collaborate | • Common purpose  
|            | • Aligned  
|            | • One team |
| Respect    | • Awareness and consideration of each other’s priorities pressures and achievements  
|            | • Self-awareness  
|            | • Appreciative |
| Engagement | • Makes sense  
|            | • Happy  
|            | • Friendly  
|            | • Energised  
|            | • Clarity of expectations |
| Ambition   | • Proactive  
|            | • Passionate  
|            | • Can-do attitude  
|            | • Dedicated  
|            | • Striving for success |
| Trust      | • Belief in one another  
|            | • Confident  
|            | • Challenging |
| Empowerment| • Entrust  
|            | • Recognise  
|            | • Delegate  
|            | • Reward |