



Job Description

Job Title Ecommerce Executive/Order processor

Reporting To **Head of Retail**

Department Commercial/Merchandise

Job Purpose

To maximise revenue opportunities by managing the Ecommerce retail solution

Key Responsibilities

- Effectively manage the Silverstone online store
- Process the set-up of new products to include all variations
- Manage loading of event/category banners
- Process online orders, pick and take to despatch
- Liaise with internal & external stakeholders
- Provide regular reports & retail sales trackers
- Manage basket promotions and related products
- Process customer returns & refunds
- Manage the customer support online portal
- Schedule and manage promotions/pre orders/ events in the retail calendar
- Managing online terms and conditions
- Responsible for set up and managing “click & collect”
- Reporting system issues and resolving in a timely manner
- Work closely with the buying team to gain product knowledge and understand expected delivery dates.
- Liaise with the marketing team & social media team to promote online sales
- Produce a retail calendar and working manual
- Set up categories for 3rd party licensee's
- Assist with Catalogue and Ecat production
- Manage the Silverstone retail App
- Assist with stock takes
- Assist with event set up and be available to assist with weekend “drive” events
- Cover tills in store when busy
- Customer service

Key Relationships

Internal and external relationships

Head of Retail, Marketing, Finance, IT department, 3rd party related contractors, Silverstone Experience

Silverstone Circuits Ltd

Jimmy Brown Centre, Silverstone Circuit, Northamptonshire, NN12 8TN, United Kingdom
+44 (0)844 3728 200 info@silverstone.co.uk www.silverstone.co.uk
Company No. 882843 VAT No. GB 170160935 Registered in England and Wales



Knowledge, Skills & Qualifications

- Experience within a small/ midsize retail organisation
- Experience of managing an ecommerce site
- Strong understanding of stock control
- Experience in processing retail/buying administration
- Passionate about stock control & customer service
- Effective communication skills
- Flexible in working hours and approach
- Highly organised
- Confident in Word, Excel and Powerpoint
- Flexible approach to working hours, including weekends and some evenings.
- Full clean UK driving licence

Competencies

Customer Focus	Willing to go the extra mile
Communication	Is clear and articulate in oral and written communication
Team Working	Recognises and rewards contribution of others
Drive for Results	Accepts and meets stretching targets

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