

**NEW INTERNATIONALIST PUBLICATIONS LTD**  
**Mail Order Catalogue & Online Shop Support**

**JOB TITLE**

Mail Order Catalogue & Online Shop Support (MOS)

**JOB SUMMARY**

The mail order operation runs to an annual cycle to prepare everything for the autumn sales season. The MOS will aid the Mail Order Team with catalogue proofing, web shop updates, customer care, purchasing, stock level management and social/email marketing.

**ABOUT US**

New Internationalist is an independent, non-profit workers' co-operative with 18 staff based in Oxford. For over 40 years, we've specialized in investigative reporting; publishing our magazine and books on human rights, politics, social and environmental justice; and running ethical mail-order operations for ourselves and other like-minded organization e.g. Amnesty International and Friends of the Earth, to raise funds and profile support for our partners, fair trade producers and suppliers across the world.

**REPORTING**

We work in four teams: Editorial, Design, Sales and Marketing and Central Services.

The MOS will be a member of the Sales and Marketing Team and part of the Mail Order Group.

**HOURS**

Full-time post (35 hours), worked over 5 days, in Oxford office, for a contracted period starting July-Dec.

**SALARY**

You will be paid the Oxford Living Wage (currently £9.26/hour) based on the working hours detailed above.

**DETAILS OF RESPONSIBILITIES**

You will assist the Mail Order Team with the following tasks:

Fulfilment House:

- Looking after product storage, order processing and data handling.

Suppliers:

- Adding new suppliers to the web shops.
- Updating the monthly supplier.

Products:

- Placing purchase orders for out of stock items and monitor delivery into the warehouse, if required.
- Allocating appropriate product codes to new products.
- Briefing the fulfilment house on new product details and assembly instructions and checking the stock sheet to ensure that all information is correctly recorded.
- Logging and returning product samples.

Proofing:

- Ensuring that the product information in the stock sheet, online shops and catalogues matches the data held by the fulfilment house.

Web shops:

- Ensuring that the web shops are maintained; The MOS will help with uploading new products into the web shops, monitoring and maintaining the sites throughout the period, keeping the sites up-to-date with current stock information and changing prices/details as required.
- Setting up products, up-sells, cross-sell and related products.

- Ensuring product descriptions include as much information as possible e.g. video footage, extra images and copy from suppliers not visible in the catalogue, like reviews and publishers.
- Ensuring products are in correct categories.
- Ensuring that every product has a GTIN number to ensure we get the best out of Google Advertising.

Catalogue:

- Amnesty Group and Shop marketing.
- Adding free catalogues to the relevant online shop.
- Creating digital versions of each catalogue.

Wholesale shop:

- Preparing the New Internationalist Wholesale Shop for the peak selling season and ensuring correct pricing structure in place.
- Creating and deploying email marketing to drive sales.

Social Media Marketing:

- Drafting and posting shop and product offers on the Ethical Shop Facebook, Twitter and Instagram accounts.

Customer Care:

- Replying to customer care queries relating to products, fulfilment etc.

**PERSON SPECIFICATION**

*Essential Criteria*

1. Administration experience
2. Experience of working with databases and spreadsheets
3. Attention to detail
4. The ability to work in a team
5. Good communication skills
6. Ability to work on own initiative
7. Word-processing and report-writing skills

*Desirable Criteria*

1. Proof-reading skills
2. Experience of managing website data
3. Customer care experience
4. Social media marketing
5. Working with ecommerce/CMS software