

eCommerce Lead (Permanent, 21 hours per week)



About the Role:

The primary purpose of this job is to generate sustainable income for Àban by further developing our highly successful outdoor equipment & clothing charity shop. The Gear Hub project is an expression of our values: you will use it to tell Àban's story and be an ambassador to the wider outdoor community. You will also run our community Gear Library and work with our growing team of young volunteers.

NB please also look at our other current vacancy for a Fundraising & Admin Assistant. These two roles may be combined into a single full-time role. It is also possible to combine this role with work as an Outdoor Leader for Àban (see further details below).

Starting salary: Pro rata 0.6 based on a full-time gross salary of £24,479 + 3% employer pension contribution

Benefits:

- 0.6 of a full-time allowance of 35 days annual leave
- 0.6 of a £500/year training allowance
- modern family friendly working environment including enhanced maternity, parental leave & paid sick leave
- flexible working around any caring responsibilities e.g school hours
- subsidised gym membership

We were recently awarded a Highland Employer Charter Gold Award, and we are a Disability Confident employer. Our beautiful office is located in the historic Merkinch Welfare Hall. We have a kitchen, showers and changing facilities, free car parking and secure indoor bike parking. We think it's an amazing place to work!

Key Attributes:

We hire mostly based on your attitude, work ethos and future potential, but you can see the full list of key attributes below. Full training is provided for both roles. Our success is built on the strength of our team and the quality of our people. These roles are an ideal way to build your career in an exciting organisation which genuinely cares. So if you feel like you might not quite fulfil the criteria, that could just be a sign of healthy self-awareness! We would encourage you to apply or get in touch with us for a friendly conversation to learn more.

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We are a member of the
Charity Retail Association 2026

- Love selling on platforms like Vinted & eBay, passionate about reuse and waste reduction
- Enjoy providing fantastic customer service
- Confident learning a range of IT tools incl. social media channels, Microsoft 365 suite, Kudos Retail Gift Aid EPOS.
- Attention to detail and high level of accuracy
- Enjoy working with our team of youth volunteers
- Happy working in a team and also confident to work alone: the job involves working upstairs in our busy office, and also prolonged hours working (usually alone) downstairs in our Gear Hub base.

Preferred:

- Knowledgeable & passionate about outdoor activities and outdoor clothing / equipment
- Experience in online retail or charity retail
- Experience of social media comms / marketing

Key responsibilities:

- Processing donations: sorting, pricing, listing, re-donating to partner charities.
- Managing Vinted & eBay shop: providing great customer service, picking & dispatching orders.
- Organising seasonal pop-up sales: advertising, setting aside suitable stock, set up attractive pop-up shops
- Managing & mentoring youth volunteers: undertake youth work training to develop a structured and impactful youth volunteering programme
- Nurturing key partnerships with Glenmore Lodge, The Ledge, Craigdon & Highlands Supports Refugees.
- Social media: produce high-quality content for our social media channels, respond to comments & messages.

Special features of the role:

This role involves routine contact with children and is classed as protected work under the terms of the Protection of Vulnerable Groups (Scotland) Act 2007. This position is therefore subject to our rigorous safer recruitment policy. This will include PVG checks, detailed background checks and follow-ups on all references.

eBay & Vinted offers can expire after a short period and responding promptly to these offers is an important sales driver. You will be required to take a device home with you, and be willing to undertake a few minutes of work to respond to offers. You also need to plan carefully around days off so that postage times are adhered to. Please note this job is not suitable for home working.

As mentioned above, it is also possible to combine this role with work as an Outdoor Leader for Aban. All our Outdoor Leaders must work in line with our Adventurous Learning ethos and need to hold (or be working towards) a range of core outdoor leadership qualifications such as:

2-day Outdoor Emergency First Aid
Summer Mountain Leader
Rock Climbing Instructor
Mountain Bike Level 2 Coach
Paddlesport Leader

Application Process:

In the first instance, we are very open to an informal meeting or phone call if you want to discuss the role. Please email our Chief Officer on johannes@aban.scot or call 01463 718989. If you'd like to come and look round our offices you would be very welcome.

To apply, please complete our simple online application form which can be found on our website. The deadline for applications is **12:00 (Midday) on Monday 9th November**

All applicants will receive a response by **Thursday 12th November**

In-person interviews will take place in Inverness on **Thursday 26th November**

Start date: Ideally **Tuesday 5th January 2027**. A new job to start the new year!