



**Together we create. Together we grow. Together we are Ellie Ellie.**

We are delighted to announce that the Ellie Ellie team is expanding over Black Friday and Christmas. We are on the lookout for exceptional individuals to freelance for our multi-award winning Sussex-based online giftware retail company on a gifting obsessed mission to bring people together through all life's moments.

**Christmas Season Freelancer:**

Pay: **£7.70 - £8.21 per hour.**

Start Date: **Week Commencing Monday 25<sup>th</sup> November 2019.**

Hours Available: **Various.**

Location: **Worthing, West Sussex.**

**The Position:**

As a Christmas Season Freelancer in our workshop, you will be assisting our dedicated and hardworking team of employees in the Order Fulfilment Department who are responsible for making and dispatching all our online customer and wholesale orders. You will be an extra pair of hands to provide support over the busy Black Friday weekend and onwards throughout the peak Christmas season.

During peak seasons we have been known to receive over 3000 online orders in a single day from various selling platforms, including NOTHS and Next. It is important that every team member, including Christmas Season Freelancers, gives their all to ensure our customers receive their orders in the advertised delivery dates.

**The Order Fulfilment Departments:**

- **Customer Service** – Responsible for giving great customer service via customer enquiries (email and telephone), returns and refunds from multiple sales platforms.
- **Manufacturing** – Responsible for making our customer orders using a variety of production methods including hand assembling (map picking, watch making, coin setting), engraving, laser cutting, sublimation and vinyl pressing.
- **Pick & Pack** – Responsible for picking all orders and ensuring the smooth dispatch of all orders (individual customer and large-scale wholesale) within required timescales.

**Qualities:**

You will need to be:

- Reliable & flexible.
- Positive.
- A fast learner.
- Able to remain calm under pressure.
- Personable.
- Focused & methodical.

**Skills and Experience:**

You will need to have:

Required:

- The ability to work with speed & efficiency.
- The ability to multi task.
- Excellent prioritisation skills.

Desirable:

- Experience in a retail, office and/or warehouse environment.
- Good general IT skills (*use of emails, Word and Excel etc.*).
- Experience with working with 'hands on' tasks (*i.e. knitting, DIY, baking, sewing – only needed for manufacturing positions*).
- Experience of using Adobe (*Photoshop & Illustrator essential – only needed for manufacturing positions*).

**Before Applying:**

Please be aware that:

- Hours and days are offered on a freelance basis; therefore, you would be responsible for arranging your own tax & N.I payments.

- Our normal working day is 8.30am – 5pm, however, we will require your support outside of these hours depending on the needs of the business.
- Agreed working hours are subject to change depending on the needs of the business on that day, however, each shift started will be a minimum of 3 hours.
- You will need to be available to work from 8am – 8pm on Friday 29<sup>th</sup> November, Saturday 30<sup>th</sup> November, Sunday 1<sup>st</sup> December and Monday 2<sup>nd</sup> December 2019 (please note, these hours are not guaranteed).

**How to Apply:**

If you think you have what it takes, we would love to hear from you by emailing your CV and covering letter to our HR/Office Manager Hayley – [hayley@ellieellie.co.uk](mailto:hayley@ellieellie.co.uk). Please include in your cover letter if you feel you would suit one of our Order Fulfilment Departments.

*\*Due to the volume of interest received, regrettably we are unable to respond to everyone individually\**