



JOB DESCRIPTION

MARKETPLACE OPERATIONS SUPPORT

About Us

Joining Tii Brands means being part of a fun, customer-focussed team that strives to surpass expectations, drive innovation, and improve the lives of our customers every day. We specialise in design, development, and supply of consumer products in the Fitness, Outdoor Leisure, Home & Garden. We sell own branded products on our websites as well as marketplaces in Europe and around the world. Our approach to constantly reviewing and improving processes, systems, and logistics helps us to create superior products, dazzling content, and deliver ever greater value to our customers. Read more about us at www.tiibrands.co.uk

Job Role

This role has been created to help keep things running smoothly and push things forward at the same time. Day to day it sits right in the middle of our marketplace activity, making sure our products are live, accurate and competitive wherever we sell them.

You'll work across the business regularly, picking up a real mix of tasks and getting stuck into bigger projects that feed into how we operate in the UK and internationally. There's genuine scope to shape how things are done, not just follow a process.

We're after someone switched on, who takes pride in their work and speaks up early when something doesn't look right. If you've got most of what we're looking for but not everything, don't let that put you off, we'd rather find the right person and grow together.

Key Responsibilities

- Product creation, setup and price changes across multiple marketplaces
- Keeping product content in good shape, localised translations, dimensions, images and so on
- Invoice processing on Amazon EU accounts
- Marketplace account compliance documentation
- Handling product and account appeals where needed
- International shipping updates for Amazon FBA
- International waste packaging compliance
- Regular front-end checks across marketplace listings
- Helping with intercompany product queries
- Updating product information on our internal system, NetSuite
- Documenting processes so things stay consistent as we grow
- Getting to the bottom of issues when they crop up, delayed shipments, listing removals, compliance errors and seeing them through to resolution
- Adhere to stated policies and procedures relating to Health & Safety and Quality Management.
- Any other tasks deemed by the Company to be necessary for the successful completion of the role.

What We're Looking For

- A solid understanding of how E-Commerce operations work, and a drive to make them work better
- Confident problem solver, comfortable working independently or with the team, and able to explain your thinking clearly
- Good communicator, comfortable working across different teams
- Technically minded, picks up new systems quickly and comfortable working with data in Excel
- Organised, able to juggle priorities, and not afraid to escalate early when needed
- Takes ownership, documents things properly, and receives feedback well, attitude and ambition matter here as much as experience

Nice To Have

- Experience with Amazon Seller Central or other marketplace platforms
- Knowledge of product listing management
- Experience with Shopify and/or Rithum (ChannelAdvisor)
- Familiarity with ERP systems

With the right attitude and ambition, candidates without specific experience will be considered.

Benefits

At the Wilton Bradley Group we are committed to supporting our employees in both their professional and personal lives. We offer a range of benefits designed to enhance their well-being and work experience. Employees enjoy exclusive discounts, including 40% off Wilton Bradley and Tii Brands online products.

We also provide a competitive company pension with an annual salary exchange opportunity, sick pay, and enhanced maternity and paternity pay. With 33 days of annual holiday, our employees have ample time to recharge and spend with their loved ones. Additionally, we foster a vibrant workplace culture through annual company events and recognition such as long service awards. To promote health and sustainability, we offer a membership of the Healthshield cash back scheme, a Cycle-To-Work scheme after six months of service and provide free on-site parking. Our casual dress code encourages comfort and expression, while our comprehensive induction and training program ensures professional and personal development opportunities for all. Plus, employees can enjoy complimentary tea and coffee to fuel their day.

Join us and experience the many benefits of being part of our team!

For more information, please contact Marianne Clark, Human Resource Assistant:
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