

Overview

Mountain Warehouse's Channels business is a high growth, international eCommerce operation contributing significantly to total online revenue. The team focuses on growing the Mountain Warehouse & Animal business across third party channels (e.g. Amazon, eBay & Next) in the UK, EU, NA and Asia-Pacific, as well as identifying & launching on new Channels.

The Amazon UK & EU Channel Manager is responsible for one of Mountain Warehouse's biggest Channels. The Channel Manager will have complete ownership for trading & growing their Channels, both topline & bottom line. The Channel Manager is expected to own the Channel strategy, contribute innovative ways to drive profitable growth, streamline our operations and enhance our customer experience.

This is a hands-on, commercial role with real autonomy and responsibility.

The role requires working with multiple stakeholders across different departments including IT/Tech, Customer Care, Supply Chain, Buying & Merchandising, Catalogue and Finance.

What you'll be doing

- Weekly reporting and data analysis to identify areas of under and over performance
- Lead trading activities, taking actions to boost revenue and/or bottom-line performance, incl. optimising bestseller performance, stock management, pricing, promotions & deal events, working with our B&M team as & when required
- Laser focus on monitoring & improving performance KPIs – Traffic, Conversion, AOV, FB Share & sku availability
- Execute new season launches, work with B&M on product development, create launch plans for new hero lines, define stocked line lists, support across team to ensure launches are done within expected timeframe
- Responsible for Channel P&L, provide input into both budgets & monthly finance meetings, as well as executing actions to improve bottom line profitability
- Manage FBA stock pots, monitoring stock levels, forecasting & organising replenishments, taking actions to reduce overstocks & executing stock reconciliation
- Monitor account health, escalating and resolving performance issues x-functionally with Supply Chain & Customer Care as and when they arise
- Collaborate with Channels Content team to enhance our SEO & develop tests to drive improvements to Channel sessions & conversion
- Work with Channels PPC team to optimise our paid search (a.k.a. PPC) strategy
- Support across the team on new season launch tasks & build new tools / reports / mechanisms for improving team efficiency or optimisation
- Identify & execute innovative projects for Channel growth, working x-functionally with other teams (e.g. dev) to implement
- Support on identifying & launching new Channels
- Train & facilitate development opportunities for direct reports & across the team
- Build effective working relationships with internal and external stakeholders

We'd love to meet someone with

- 3-5 years' experience in eCommerce, preferably in marketplaces (Amazon, eBay, Zalando, other) or an eCommerce trading role
- Excellent understanding of FBA & SFP
- Strong data analytical skills with intermediate/advanced knowledge of excel (and/or SQL)
- Experienced in understanding P&Ls & profitability
- Line management experience
- Good written and verbal communication skills
- Demonstrated ability to work across different functions and teams, delivering strong results through influence
- The ability to learn quickly in a changing and fast paced environment
- Able to effectively prioritise and multi-task while working autonomously
- Additional European languages beneficial but not mandatory

What's in it for you?

- Competitive salary and benefits package
- Holiday allowance
- 50% staff discount & 25% for family and friends
- Pension scheme

In 1997, we launched Mountain Warehouse to make the outdoors accessible to everyone by offering value for money product and exemplary customer service.

The outdoor industry had become very jargon heavy and we wanted to create a brand that would cater to our mothers and our neighbour's kids as well as seasoned professionals who understood the technology.

Our expansion since then has seen the brand grow and the product evolve, but the small family business that makes MW special has remained. Great product is at the heart of everything we do.

As we expand internationally we employ a team of dedicated diverse people to offer our valued customers the best possible experience when visiting our stores, shopping online and putting our range through its paces.

Welcome to our journey.