

Position Description

Position Title:	Ecommerce Assistant	Date:	March 2026
Location:	Support Hub, Takapuna, Auckland	Reports to:	Ecommerce Trade Specialist
Department:	Marketing	Direct reports:	None

Who we are:

Welcome to Ngahua Retail, the retail arm of Tahua Group Ltd! We are the exciting home of New Zealand beloved brands: Number One Shoes + Hannahs and The Outlet. In 2021, our vision to become the ultimate footwear destination was brought to life when we united Number One Shoes and Hannahs as 'One Team.' Through hard work and passion, we achieved remarkable success!

Embracing change and opportunity, we launched 'The Outlet' in 2025 – a value-focused brand that exemplifies our commitment to innovation and growth.

Together, these unique brands form Ngahua Retail – a powerhouse of distinct identities, audiences, and propositions. United as One Retail Team, we strive for excellence while celebrating the individuality of each brand. Join us on this exhilarating journey, where collaboration and creativity drive our continued success!

Why you'll love this role:

This is a hands-on, fast-paced role at the heart of Ngahua Retail's digital trading engine. As an **Ecommerce Assistant**, you'll support the Ecommerce Trade Specialists and Ecommerce Trade Manager to keep our websites commercially strong, product-led and performing at pace — ensuring key products, promotions and customer messaging are live, accurate and optimised across our digital channels.

You'll play a critical role in the day-to-day execution that drives online performance, from product loading and data accuracy through to supporting campaign builds, onsite merchandising, and optimisation tasks that improve conversion and customer experience. If you love detail, enjoy working quickly across multiple priorities, and thrive in a high-volume retail environment where every day brings something new, this role offers real momentum and impact.

What you'll deliver in this role:

Daily Ecommerce Execution & Trading Support: You will support the Ecommerce Trade Specialists and Ecommerce Trade Manager with BAU tasks that keep our websites trading strongly each day. This includes helping execute the digital trade plan through accurate, timely updates across our ecommerce platforms and supporting the team to deliver promotions, campaigns and key trading activity on time and to a high standard.

Product Online Process & Data Accuracy: You will own the end-to-end product online process ensuring product uploads are completed accurately and efficiently. This includes loading new products, ensuring product data, attributes, pricing, imagery and copy are correct and complete, and maintaining high standards of product presentation across the website. You'll optimise product copy for SEO and ensure product pages are customer-friendly, clear and commercially compelling.

Onsite Merchandising & Website Optimisation: You will perform regular optimisation tasks to ensure our sites remain commercially strong and product-led. This includes supporting onsite merchandising, maintaining collections and product sorting, managing search optimisation, loading upsells and cross-sells, fine-tuning product placement, and adding recommendations to improve customer journeys and key conversion metrics. You'll monitor site performance and help implement improvements that drive conversion, AOV and overall customer experience.

Content Build, Scheduling & Campaign Support: You will support with briefing, building and scheduling content across key digital touchpoints including homepages, website banners, EDMs, SMS and paid media assets. This includes assisting with the build and scheduling of email campaigns, checking links, testing content, ensuring accuracy across creative and messaging, and supporting high-volume campaign execution at pace.

Cross-Team Support & Collaboration: You will work collaboratively with the wider ecommerce and marketing teams, supporting Specialists with overflow tasks as required. You'll liaise with Brand, Buying, Planning, Retail Operations and Customer Service teams when needed to ensure activity is accurate and delivered smoothly, and contribute to a culture of pace, detail and strong execution.

Continuous Improvement & Best Practice: You will contribute to ongoing improvements in ecommerce processes and site performance by spotting issues early, suggesting practical enhancements, and helping the team improve ways of working. You'll stay curious and keep learning ecommerce best practices, ensuring Ngahua Retail continues to evolve and strengthen its digital performance.

What you'll bring to the role:

- Experience in ecommerce, digital operations, digital merchandising or online trading support (retail experience preferred)
- Confidence using ecommerce platforms, CMS tools, product management systems and Excel
- Strong attention to detail with an ability to spot errors and maintain high standards of accuracy
- Experience with product uploads, data and attributes, and basic SEO copy optimisation
- A practical understanding of onsite merchandising (product placement, collections, navigation and search)
- Ability to support campaign builds and scheduling across homepages, website content and email
- Strong organisational skills and the ability to manage multiple priorities in a fast-paced environment
- A collaborative, helpful mindset — willing to support Specialists and get stuck in where needed
- A customer-focused approach with an interest in what drives conversion and online performance
- Energy, ownership and a willingness to learn and improve as the digital environment evolves