

Volunteer Online Shop Assistant



Responsible to: Online Shop Manager

Accountable to: Deputy Retail Manager

Making A Difference

We currently sell goods through online retailers, such as E-Bay and Amazon. Our online trading allows us to reach a wider customer base and achieve the best price possible for goods, therefore helping to raise money for the Hospice. We are looking for people who have a keen interest in selling goods online to become part of our volunteer team. As the role is very varied, we are looking for a number of people to join the team to help with the various aspects – IT skills are not essential, but they would be beneficial.

Key Duties

General Duties:

- ✿ Package items sold through E-Bay and Amazon ready to send to customers
- ✿ Identify and research items e.g. collectibles, antiques, with potential to sell online
- ✿ Sort and clean stock ready for listing
- ✿ Deal with customer purchases, and occasional cash handling e.g. upon collection of items
- ✿ Keep the stockroom clean and tidy
- ✿ Assist the manager in ensuring stock and cash security
- ✿ Assist the manager in welcoming and training new members of the team
- ✿ Ensure the health and safety of others by following procedures and identifying hazards
- ✿ Participate in security checks including the bag checking programme, and fully adhere to all aspects of loss and prevention policies and guidelines
- ✿ Undertake and complete all training required for the role
- ✿ Participate in 1:1's with your manager
- ✿ Handle customer details in line with data protection guidelines
- ✿ Attend and share your thoughts and ideas at volunteer meetings
- ✿ Represent and be an ambassador for the Hospice.

Additional Duties (these are dependent of your level of IT skills):

- ✿ Photographing items
- ✿ Listing items for sale
- ✿ Answering customer queries online or via telephone.

Additional duties may be added following consultation between the volunteer and the Online Shop Manager

Will the role suit me? **YES**, if you are...

- ✓ Enthusiastic & cheerful with a positive attitude
- ✓ Trustworthy & honest
- ✓ Reliable, flexible, dependable
- ✓ A good communicator who enjoys interacting with people
- ✓ A team player
- ✓ A good organiser
- ✓ Enjoy working with the public
- ✓ Confident using a computer and the internet, in particular; online shopping e.g. E-Bay, Amazon, ability to use a camera and upload photos (not essential)
- ✓ Respectful of diversity
- ✓ Passionate about helping families in your local community