



## EBay Assistant Volunteer Role Profile

Title:	EBay Assisntn Volunteer Role Profile
Department:	Retail
Reports to:	Shop Manager
Aim of role:	The post holder will support the day to day running of the eBay shop, coordinating with the retail Areas ensuring the fulfilment of items to be sold, and ensuring stock is managed effectively
Time commitment:	Ideally a regular commitment. To be discussed on an individual basis with the shop manager/deputy shop manager.

### Tasks and activities

To work with the shop manager to ensure the smooth day to day running of the Ebay shop.

- Sourcing and gathering of items from our shops
- Store stock appropriately
- Assessing their value and deciding upon current selling price using ebay for reference
- Taking photographs of items for uploading and display
- Writing enticing product descriptions for the items to be listed
- Listing items in current listing options using different listing options as appropriate eg buy it now, auction, listing duration and postage
- Packing sold items in a timely manner
- Arranging for postage/collection in a timely manner
- To maintain excellent customer feedback from buyers by providing excellent customer service
- To comply with health and safety legislation, trading standards and other statutory requirements
- To maintain eBay records as required

### Commitments

- To work at the Up Hatherley shop as part of the Shop team
- To undertake training as appropriate for the role
- To report any Health and Safety or any other risks /issues to the manager
- Undertake any other reasonable and appropriate activities

### Experience, skills and personal qualities and attributes

- Experience and detailed understanding of buying and selling on eBay
- Knowledge of charity sector and retail desirable

- Good IT skills
- Excellent photography and display skills
- Excellent written skills for adverts
- Ability to work to deadlines
- Willing to work with minimum supervision but part of a team
- Passion for excellent customer service
- Ability to give regular commitment of attendance

## Selection process

- Volunteers will meet with the Shop manager / deputy in the first instance to discuss previous experience and suitability for role/ availability.
- All candidates will then be required to complete an application form and provide the name and address of two suitable referees.
- This role does not require a DBS check but we do ask applicant to complete a Criminal Record Disclosure form towards the end of the application process.

## Dress code

- Smart/casual
- A volunteer badge must be worn.

## Training & support

Full training and support will be given to help you feel comfortable and confident in your role and the tasks you're undertaking. You will be required to do the following:

- Individual Shop induction

## Mandatory training

- Initial introduction to Longfield training (at Longfield)
- Health and Safety– delivered by shop Manager annually
- Information Governance
- Equality and Diversity
- Safeguarding