

E-Commerce Volunteer (on-site)

Role Description

Department: Business /Retail	Location: Donation Centre
Responsible to: E-commerce Manager	Vol Type: Standard
Length of role: Long term	Context: Non-people facing

Frequency: a minimum of one shift per week

Outline of Role:

With the world moving towards 'digital by default' as a means of buying goods, our online stores provide an alternative to those who prefer not to shop in store, or who want to access a greater variety of items online.

Based at either our Donation Centre or in your own home, you will be supporting our E-commerce team by listing donated items onto a number of sales platforms, including Ebay, Amazon and Abe books. You may also be taking photographs of items for sale, or packing orders ready for dispatch.

Role tasks may include:

- Sorting stock deemed fit for sale via our online platforms
- Scanning of DVD's, CD's and books ready for sale on various online platforms (72 hours after donation)
- Dispatching sold items, helping us with packing and dispatching of various items sold online
- Following the current 'clean-down' process of work stations, and recording onto cleaning checklist.
- Helping product specialists to undertake research and evaluate various donations for us
- Photographing donated items, ready for sale online
- Providing support with basic administrative tasks

Skills and Experience Required:

- A reasonable degree of IT proficiency, and confidence in navigating around websites is desirable
- Experience of selling items online is desirable but not essential, as training will be given
- Accuracy and attention to detail
- Some office experience would be advantageous
- Photography skills are very welcome, but not essential

Personal Qualities Required:

- Able to work on own initiative, and manage own workload
- Ability to follow instructions and procedures, but be willing to seek help when needed and remain within the boundaries of the role
- Friendly, and able to work well as part of a small team
- Confident to use/learn to use a range of IT applications
- Open to learning new skills and complete training as required

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Learning Needs:

Statutory

Training Module	Method	Renewal
Data Security Awareness for Volunteers	e-learning	3 years
Moving and Handling Level 1	e-learning	3 years
Equality, Diversity & Inclusion for Volunteers	Volunteer Welcome Session or e-learning	3 years
Additional modules for volunteering on-site:		
Fire Safety Level 1	e-learning	3 years
Health, Safety and Welfare	e-learning	3 years

**We anticipate that this learning will take between two and three hours to complete, depending on your level of experience in using online platforms. Support is available if you do not have access to a computer at home, or would like assistance in to complete the training. Please contact Voluntary Services for more information*

Mandatory:

Volunteer Welcome Session

Role Induction, including local Health & Safety requirements and Working with DSE assessment

Departmental support:

You will receive ongoing individual support as required, with a designated member of the e-commerce team.

DBS Check:

A DBS check is not required for this role

Read and agreed by (print name)	
Signed	
Date	