



Role Description

Title:	E-commerce Assistant Volunteer
Accountable to:	E-commerce Trading Manager
Location:	Walsall
Contract Type:	Voluntary
Commitment:	Minimum of 2 hours per week, we'd love it if you could do more. Shifts vary; they can be between 1 – 7 hours long and timings can be agreed between the volunteer and the E-commerce Trading Manager. The centre is open 5 days a week, Monday to Friday.

Could you be the face of our E-commerce trading?

As an E-commerce volunteer you would be helping Life in Walsall raise vital funds for our services that support people through pregnancy and pregnancy loss.

This is an excellent opportunity to gather experience in online selling and to develop new skills. We receive a wide range of donations and require volunteers with different knowledge to help us value and sell each item.

Typical Tasks:

- Researching the value of donated items ready for them to be listed
- Taking images of donated items and listing them to be sold
- Packaging items that have sold
- Responding to questions from customers regarding items that have been listed on eBay
- Checking through Media and Books to be ready to be scanned
- Ensure all safeguarding and health and safety policies and procedures are adhered to
- Acting as a ambassador for Life

Benefits of Volunteering:

- A chance to work in a friendly team, make new friends and meet a diverse group
- The feel good factor of helping Life meet its charitable aims
- Develop your confidence and interpersonal skills
- Gain valuable e-commerce experience and add to your CV
- Learning new skills
- Flexibility to fit in with your lifestyle around your other ongoing commitments
- Reasonable travel expenses will be reimbursed
- 20% discount on donated goods

What skills do I need?

No formal experience is needed, as all necessary training will be provided. However, you are required to possess the following:

- Friendly and helpful
- Happy to be part of an amazing team of staff and volunteers
- Ability to work independently, as part of a team and use your initiative

- Good listening and communication skills
- Reliability
- Basic computer and photography skills, although this will be taught
- Attention to detail
- A desire to learn new skills or develop existing skills
- Honesty, integrity, commitment and trustworthy

Training & Support:

- Provide induction, information and training to enable you to carry out your role effectively
- Support your personal development by offering appropriate induction, training and feedback opportunities
- Provide policies, procedures and standards of the organisation in relation to volunteering
- Provide regular organisational communication and updates