



## **ROLE PROFILE**

# **ECOMMERCE VOLUNTEER**

We are looking for volunteers to join our eCommerce team. Dealing with an array of preloved and new items from designer and vintage fashion to antiques and collectables, and everything in between.

## **RESPONSIBILITIES**

- To assist in the preparation of donated goods for sale online
- Researching and listing items on various sales platforms
- Taking photos of items and responding to customer enquiries
- Maintain good stock control: recording of gift aid, logging in stock received from shops

## **TIME COMMITMENT**

- This role can be flexible around your lifestyle
- We ask that you support us for a minimum of 3 hours per week
- This role is based at our eCommerce office on the Nuffield Industrial Estate, Oxford, OX4 6JS

## **EXPERIENCE & TRAINING**

- Ongoing training will be provided, to ensure you feel confident and fulfilled in this role
- While knowledge of collectables, fashion and vintage items is an advantage, you do not need to have any existing training or experience

## **QUALITIES REQUIRED**

- Computer literacy skills are essential for those wishing to work on listing online
- Good communication and organisational skills as well as attention to detail
- The ability to collaborate with a team, as a supportive team player and able to also work independently

## **BENEFITS**

- Volunteers may claim reasonable travel expenses to and from shifts in line with the organisations expense policy
- Meeting a variety of new people as well as develop skills and gain new experiences
- A huge sense of satisfaction in knowing you are helping others and making a difference