

# Thames hospice

## Volunteer Role Description

**Role:** eBay Assistant

**Location:** Distribution Centre, Dedworth

**Hours:** Varied - 2 hour shifts preferred

**Length of commitment:** Flexible

**Volunteer Manager:** Julie-Ann Chapman, Vintage & Retro Brand Manager

## Purpose of role

To assist in the day to day running of the eBay shop to help Thames Hospice generate the income to provide services and care to patients with life limiting illness and to support their families and carers

## Main tasks

- Researching and identifying appropriate items for sale on our eBay store
- Packing and posting customer parcels
- Customer service skills including dealing with questions and queries
- Copy writing article descriptions
- Creating listings on eBay
- Photography
- Maintaining a clean and safe working environment
- Working with other teams on site including Distribution Centre and Home store staff and volunteers

## Training and Support

- Full induction and ongoing training will be provided to ensure you feel confident in the role
- The Vintage & Retro Brand Manager and the eBay Assistant will be available to give help and assist you along with other experienced volunteers in the team
- Mandatory Health and Safety Training will be provided

## Special conditions

- Over school leaving age (16+)

## Knowledge, skills and abilities required

- Good IT skills
- An interest in antiques and collectibles antiques and collectables would be useful but not essential
- The ability to work as part of a team

## Thames Hospice Values

*Compassion, Excellence, Collaboration, Integrity, Respect, Ambition, Commitment*

Pine Lodge, Hatch Lane, Windsor, Berkshire SL4 3RW

Call 01753 842121

[www.thameshospice.org.uk](http://www.thameshospice.org.uk)   

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