

Thames hospice

Volunteer Role Description

Role: eBay Assistant

Location: Bracknell

Hours: Varied

Length of commitment: Flexible

Volunteer Manager: James Doyle, Retail Manager/Chris Ramsbottom, eBay Assistant

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 Bracknell staff and volunteers

Training and support

- Full induction and ongoing training will be provided to ensure you feel confident in the role
- The Retail 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

Thames Hospice is committed to being an equal opportunities organisation; to promoting equal opportunities and preventing discrimination. Thames Hospice is also committed to safeguarding and promoting the welfare of all service users, volunteers and staff and expects all volunteers and staff to share this commitment.

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www.thameshospice.org.uk   

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