



## Volunteer Role Description

**Role:** eBay Assistant

**Location:** 9/10 Reform Road, Maidenhead

**Hours:** Varied, eBay office open Monday to Friday 9am to 5pm

**Length of commitment:** Flexible

**Volunteer Manager:** Julie-Ann Chapman, Retail eCommerce 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
- Copy writing article descriptions
- Creating listings on eBay
- Photography
- Customer service skills including dealing with questions and queries
- Maintaining a clean and safe working environment
- Working with other teams on site including Distribution Centre and Home store staff and volunteers
- Packing and posting customer parcels

## 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 annual 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, Ambition, Respect, Excellence*

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.

Thames Hospice, Windsor Road, Bray, SL6 2DN

Call 01753 842121

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

Thames Hospice is a company limited by guarantee. Company No 5316964. Registered in England and Wales. Charity No 1108298. Registered address: As above.

