

**Support Team Member - Role Profile**

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| **Role Title** | Online Sales Assistant |
| **Role summary** | Our Online Sales Assistants will support the use of online platforms to sell donated items, to achieve the best price. |
| **Suggested Commitment** | Hours are negotiable, however, we would prefer volunteers to complete at least one half day shift per week. Minimum suggested commitment of 6 months |
| **Supported by** | Senior Retail Assistant |
| **Main Tasks*** Conduct research on goods donated using the Internet as a source of information.
* Create item logs using Microsoft Word so that we can keep accurate records of goods listed for sale.
* Display products and photograph effectively to showcase all characteristics accurately, always keeping what information potential customers need in mind.
* Use online sales platforms such as eBay and Etsy to generate vital funds for our charity.
* Use Microsoft Excel to log sales of goods and document all fees incurred during the selling process.
* Respond to queries from potential customers in a polite, knowledgeable and professional manner.
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| **Benefits of working with Age UK Bradford District*** The opportunity to build skills and experience
* Excellent training opportunities
* Excellent support as part of a friendly team
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| **Induction, Learning & Development**Support Team Members will take part in a welcome session with their supervisor.They will then be supported to complete a number of e-learning courses and training on the job.Support Team Members will be able to access a range of other learning opportunities once they have been volunteering for a number of months. |
| **Skills and competencies*** Effective communication skills
* Keen eye for detail
* Experienced in using online sales platforms – Ebay, Etsy etc
* Polite and courteous at all times
* Well organised
* Computer literate
* Ability to work with minimum supervision
* Knowledge of Word, Excel and Outlook
* Willingness to follow Age UK Bradford District values, policies and procedures, including Health & Safety, Data Protection & Confidentiality, Equal Opportunities.
* A basic understanding of older people and an appreciation of issues facing older people
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| **Organisational Values*** **Person Centred**
* **Inclusive**
* **Empowering**
* **Connected**
* **Authentic**
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| **Expenses**AGE UK Bradford District will pay for any out of pocket travel expenses associated with your volunteering (40 pence per mile and reasonable public transport costs i.e buses / trains) with tickets/receipts. Volunteers who volunteer for over 5 hours on a day will be entitled to a lunch payment of £2. |
| **Next Steps**Email volunteering@ageukbd.org.uk or phone 01274 391190 for further details. |