

**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. | |
| **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 | |
| **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 | |
| **Organisational Values**   * **Person Centred** * **Inclusive** * **Empowering** * **Connected** * **Authentic** | |
| **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. | |