



VOLUNTEER ROLE DESCRIPTION

Role Title: E-commerce Volunteer

Accountable to: E-commerce Manager, E-commerce Assistant

Role Purpose: To support the development of our E-commerce platforms, generating maximum income for the charity through online sales.

Main Tasks:

Our E-commerce Volunteers typically fit into one of the following categories:

1. Draft Listers:

- Assist in the preparation of donated goods for sale
- Prepare draft listings of items on our Online Shops (Currently **eBay** & **depop**)
- Basic stock management

2. Product Evaluators;

- Research and estimate the value of suitable donations for listing online

3. Packers;

- Package sold items safely and securely ready for dispatch
- Take packaged sold items to Drop-Off Points (**EVRI**, **Royal Mail** etc.)
- Basic stock management

You may also be involved in the following:

- Providing a courteous and helpful service to customers
- Bringing to the attention of the E-commerce Manager or Assistant any concerns which may affect the safe and successful running of the E-commerce operation
- Assisting in the general housekeeping of the E-commerce operation

Skills and Competencies:

Full training provided. No experience needed, however these skills would be advantageous:

- Basic computer literacy skills
- Good communication and interpersonal skills, attention to detail.
- Knowledge of operating on E-Commerce platforms such as **eBay** & **depop**
- Interested in supporting the work of Age UK Coventry & Warwickshire
- Ability to work well as part of a team and under own initiative, respectful of others
- Ability to work within Age UK Coventry & Warwickshire policies and guidelines

Age UK Coventry & Warwickshire

Registered Office
8 Clemens Street
Leamington Spa
Warwickshire
CV31 2DL

t: 02476 231999
e: info@ageukcovworks.org.uk
www.ageukcoventryandwarwickshire.org.uk





Additional information:

- Our E-commerce Hub is based at 10 Clemens Street, Leamington Spa, CV31 2DL
- The hours of operation are 9am-4pm Monday – Friday
- Please note that our workspace is located up a single flight of stairs

Benefits:

What this role can offer you:

- Training and development opportunities
- Developing new skills and E-Commerce experience to add to your CV
- The chance of meeting new people in your local community

Tea, coffee and refreshments available.

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