Volunteer – ONLINE SALES ASSISTANT

We are looking for organised volunteers to provide support to our busy online shop within our retail team, sorting and selecting items for eBay and/or other online platforms. This role is suitable for anyone with an interest and understanding of online selling.

**Reporting to:**

Online Sales Manager

**Location:**

Raystede Centre for Animal Welfare

**Days or Hours Required preferred:**

Tuesday afternoon or Wednesday morning

**Description of duties:**

* Research items for selling online to identify where they will fetch the best price, i.e. online, shop or auction.
* Check, clean and photograph items prior to listing.
* Create draft listings using the correct template ensuring gift aided donations are listed appropriately and the gift aid raised from sales is recorded and collected.
* Decide whether the ‘auction’ or ‘buy it now’ format will be the most suitable for the item/s to be listed.
* Understand and implement the correct postage policy for each listing.
* Store the item safely, suitably labelled, in the right location and ready for final packing/dispatch after sale.
* Help respond to queries under the direction of the Online Sales Manager online, by phone or in person.

**Skills and experience you will need:**

* Good IT skills with an understanding of online selling on eBay and/or other online platforms.
* Accuracy, with excellent attention to detail to produce correct listings, result in best possible feedback from buyers and to maintain Raystede’s top seller status.
* Good research and organizational skills.
* An interest in collectables, designer clothing, and/or other specialist knowledge to benefit Raystede’s online sales.
* An appreciation of quality and basic knowledge of brands.
* The ability to take clear photos and upload them to the draft listings.
* The ability to work flexibly where required and as part of a team.
* To be polite, have an engaging manner and be happy to talk to visitors.
* Confident to work alone and as part of a small team.
* Ability to cope with a physical role involving some lifting and carrying
* Own transport to get to and from Raystede

**How you will make a difference:**

Raystede is expanding its online presence, therefore you will be joining our team at an exciting time in our development. The income generated from our online shop goes straight to support the vital work we do in rehabilitation, rehoming and sanctuary of our animals.

**What we offer you:**

* A volunteer uniform.
* Friendly supportive team with opportunities to learn new skills and meet other volunteers.
* Support and on-going training in your chosen role

**How to apply:**

Download and complete our volunteer application form and send to: volunteering@raystede.org

Or post to:

Kathryn Frost, Head of HR & Volunteering, Raystede Centre for Animal Welfare, The Broyle, Ringmer, East Sussex, BN8 5AJ