

Role Description

Role title: E-Commerce Volunteer

Role Type: Voluntary/Unpaid

OVERALL PURPOSE OF THE ROLE

As an E-Commerce volunteer you would be helping Mind in Croydon raise vital funds for our services that support people living with mental health difficulties in the local community.

Whether you have experience selling online or have an interest and would like to learn, this is an excellent opportunity to share your specialist knowledge or develop new skills. We receive a wide range of donations and therefore we need a diverse group of volunteers to help us get the best value for each item.

Volunteering for Mind in Croydon is also an excellent way to make new friends, have fun and build a sense of belonging. Our volunteers feel a great sense of satisfaction when they see the donations they list being sold online.

What Will the Role Involve?

- Researching the value of donated items and setting prices
- Taking pictures of donated items and listing items for sale
- Packing and dispatching items that have been sold
- Responding to general enquiries of listed and sold items
- Reviewing progress of online sales

What do I need to apply?

- Basic computer, internet, and photography skills
- Good communication skills
- Attention to detail
- Experience with selling on eBay or other marketplaces is desirable but not essential as training can be provided
- A positive attitude and enjoy working both in a team and independently
- A willingness to commit to at least half a day a week
- The desire to learn new skills or develop existing ones
- Honesty, integrity, commitment and reliability

What can you expect from us?

You will be part of a very friendly team of volunteers who take pride in selling our donations online. The team is led by our Business Operations Manager, Peter Phillips who will support you from the start and provide ongoing support. Mind in Croydon wishes to create an open environment where staff and volunteers are able to leave their mark.

What will I gain from volunteering?

- The satisfaction of knowing you're helping us maximise our retail income to help local people who access our services.
- The opportunity to develop new and existing skills
- Experience working for a non-profit charity organisation that can be added to the work history on your CV
- The enjoyment of meeting new people and being part of our e-commerce team.

Will I be refunded for any out-of-pocket expenses?

- Reasonable local travel costs can be reimbursed in line with Mind in Croydon's policies.

How many hours do you need to commit?

- We kindly ask for a minimum commitment of half a day a week (morning or afternoon)

Where will I be based?

- Our team is based in South Croydon and our volunteers work together in an environment that complies with social distancing guidelines.

This is an ideal opportunity to gain fantastic work experience and meet new people whilst contributing towards a charity.