**Role Description for Volunteer Online Sales Coordinator**

**Position Title:** Volunteer **Ebay Coordinator**.

**Location:** Beaumond House Fundraising Department, 131 Lime Grove, London Road, Newark

**The purpose of this role is:**

To support the Beaumond House fundraising team by generating funds through online sales of goods and items donated to the hospice. Beaumond House sometimes receives goods for re-sale which may attract a higher sale price if they are made available on-line through Ebay, Facebook and other selling sites rather than being sold in one of our three high street shops. We are looking for an enthusiastic and motivated person to join our team and take the lead in generating income for Beaumond House through this method and someone who can list our items and manage the posting and collection of the items.

**Responsibilities & Duties**

* To work closely with the Beaumond House shops to agree items for sale online
* To determine the best online selling site and to list agreed items.
* To keep all listings and customer communications up to date.
* To ensure that sold items are posted to or collected by customers in a timely and cost effective manner.
* To update our income and expenditure tracker: logging our sales, fees and postage costs

**Skills Required**

* A good understanding of online selling sites.
* An ability to generate interest in listings through both strong written descriptions and photographs of donated goods.
* Good telephone and interpersonal communications skills.
* Good administration skills.
* The ability to work as part of a team and a respect for all other individuals.
* Flexibility, excellent listening skills and an ability to build a rapport with others and a friendly and sensitive approach.

**What we ask of you**

* That you have a positive and proactive approach
* That you are confident and trustworthy

Here at Beaumond House we are committed to providing training and development opportunities to our volunteers. All new recruits receive a general introduction to the Hospice as well as a personal induction to your role. Additionally, we can arrange any further training courses that you may need, tailored to each individual volunteer role.

**Beaumond House Vision and Values**

Our Mission (Purpose) is:

‘Personalised care for you and your family when every moment matters’

Our Values (Guiding Beliefs) are:

**PATIENT CENTRED, WE ‘GO THE EXTRA MILE’ -** Every life matters and every moment matters - patients and their families and friends are at the centre of everything we do

**VALUE & SUPPORT OUR PEOPLE –** All of our people are important and highly valued, and we support and develop them to be at their best

**OPENNESS & HONESTY, CREATING A SAFE ENVIRONEMENT -** We provide a safe environment in which feelings may be openly expressed and acknowledged with sensitivity and honesty

**COLLABORATION** - We provide a unique and special range of services, in collaboration with our partners in the End of Life Together Alliance

**EFFICIENCY, CARING, PROFESSIONAL** **-** We provide good stewardship of our resources and operate in a professional, caring, and efficient way –

**PLEASE NOTE:**

All voluntary roles are subject to receipt of satisfactory references from someone who is not related to you and has known you for over two years.

This voluntary role involves access to vulnerable people or handling of sensitive information so will be subject to enhanced Disclosure & Barring Service checks.