



The **Benjamin** Foundation

Volunteer Role description

Role title:	Ebay and Social Media Volunteer
Organisation:	Bens Social Enterprises
Location:	Ipswich re-use shop
Volunteer Hours:	As agreed with the Manager to meet the needs of the service and the volunteer

Role purpose

Working in partnership with FCC Environment and Suffolk County Council, we operate a re-use shop based at Foxhall Household Waste Recycling Centre in Ipswich. This shop raises money for the work we do with children, young people and families.

We are looking for a volunteer to help our team:

- Maximise income by selecting and selling suitable items on Ebay
- Increase awareness, footfall and sales through social media.

Main duties

Service Delivery

- Select and research suitable items for Ebay
- Photograph, describe and post items on Ebay
- Track progress and respond to queries
- Package and arrange collection/delivery of sold items
- Update our Facebook page with information and photos

Communication and Interpersonal Skills

- Ensure a high standard of customer service is maintained at all times



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- Present a positive and professional image when dealing with customers and potential customers
- Recognise and maintain appropriate professional boundaries and relationships

Internal Processes and Systems

- To help to ensure the health and safety of staff, volunteers and members of the public
- To work within safety guidelines e.g. Fire regulations, manual handling

General

- To maintain key relationships to high standards at all times
- To undertake personal development and attend any relevant training
- To undertake such other duties as may be delegated or assigned
- To abide by Ben's Social Enterprises and The Benjamin Foundation policies and procedures

The Benjamin Foundation fully embeds the Nurtured Heart Approach in all that it does.

To adhere to the organisations Health & Safety Policies and Procedures

Volunteer :

Signature:

Date:

Date to be reviewed:

Manager:

Signature:

Date:



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Ebay and Social Media volunteer – Person Specification

Criteria	Details	Essential	Desirable	Assessed
Knowledge & Skills	Interest in re-use, Ebay and Social Media			Interview
	An interest in the nature and aims of Social Enterprises and the Voluntary Sector		•	Interview
Personal Qualities	The personality and ability to relate to customers from a range of backgrounds	•		Interview
	An ability to communicate clearly and effectively	•		Interview
	Determination and enthusiasm to provide a high quality of service	•		Interview
	The ability to work effectively as an individual or as part of a team	•		Interview
	Honesty, fairness and a commitment to the service	•		Interview
	Flexible and able to demonstrate common sense	•		Interview
	The ability to work to ensure the safety of team members and customers	•		Interview



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	An interest in the long term development of the service	•		Interview
	Attention to detail			
Additional	A willingness to undertake training as appropriate	•		Interview
	A sense of humour	•		Interview
	In general good health and free from any medical condition that will prevent you carrying out the full remit of the role	•		Application Form Interview