



## **Volunteer Role**

### **Online Retail Assistant**

#### **Main Duties:**

- To collect selected donated goods from Feelgood Factory
- To photograph goods ready for online sale
- To upload photographs to relevant online sites
- To complete all relevant administration with regard to questions about product specifics from potential buyers
- To pack and take goods for dispatch (normally the post office)
- To help replenish stock to ensure a consistent online presence
- To work to relevant time lines

#### **Other Duties:**

- To work well using own initiative
- To work within a community setting (Netherton Feelgood Factory)
- To work from home (for online aspect of the role)
- To communicate well with the public
- To ensure that customers/visitors to the online site receive a quality service
- To ensure that all relevant training/induction is attended
- To adhere to Netherton Feelgood Factory policy and procedure
- To promote the work of Netherton Feelgood Factory
- To ensure that all data is collected in line with GDPR and Netherton Feelgood Factory policy
- To report regularly to the relevant Manager/Staff Member

#### **Training:**

Successful candidates will complete training to enable them to deliver the tasks detailed in the main duties and other duties sections.

#### **Essential Requirements:**

- Ability to work with the public (virtually)
- Good communication skills

- Good organizational skills
- Ability to escalate concerns
- Ability to work well within a team environment
- To be able to work alone when required

### **Hours of Work**

Collections from centre (times to be confirmed with your Line Manager)

Work from home (flexible)

### **Disclosure**

Not required

### **Management Arrangements**

The volunteer position will receive line management from the Community Development Manager in accordance with Netherton Feelgood Factory organisation structure

### **Volunteer Expenses**

Volunteers will be reimbursed for out of pocket expenses, in line with Netherton Feelgood Factory expenses policy

Volunteers will be provided with an ID badge

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