

North East Lincs Women's Aid

“Your chance to make a difference”

JOB TITLE: E-Bay Assistant **RESPONSIBLE TO:** Shop/Volunteer Manager

DAYS: Monday to Friday **HOURS:** 20 hours - Flexible

PAY: £7.83 per hour (Fixed 6-month contract)

WOMEN ONLY (exempt under schedule 9 (Part 1) of the Equality Act 2010)

Due to an increase in demand and to maximise income - We are now looking to recruit an E-Bay Assistant within our organisation.

Extensive experience and knowledge in using E-Bay & identifying items is essential. You will be looking out for items that can generate more income online, than in our shops.

This is a trial project for our charity so the initial offer will be for 6 months only – with a view to extension if successful. As this project has been running successfully for a while it is very important we recruit as soon as possible - an immediate start would be beneficial. The candidate must be a car user.

Main Tasks

Research and identify items for sale from our current charity shops / donations

Visit all our charity shops on a regular basis

Prepare and list descriptions of items ready for sale – creating appealing listings

Photograph items; ensuring excellent presentation

Research the value of donated items

Pack and post customer parcels

Deal with customer questions and queries – offering a courteous and helpful service

Maintain an organised and well planned work room

Maintain a clean and safe working environment

Ensure manager is aware of any concerns affecting the safe & successful running of EBay

Maintain records to assist the manager in the monitoring of the project

Person Skills

Excellent communication and customer service skills

An understanding of the importance of the on-line customer experience

Excellent IT skills

Interest in antiques and collectables would be an advantage

Ability to work as part of a close team

Have an appreciation of quality and knowledge of brands

Be able to work quickly and accurately with a keen eye for detail

Understand the importance of correct and secure packaging and postage

Understand the importance of confidentiality

Our domestic abuse services are crucial to help those in need - the income generated from this project will go towards funding those vital support services to women, men and children in North East Lincs who are experiencing or have experienced domestic abuse.