

## Volunteer Role Profile

<b>Role Title</b>	Online Volunteer
<b>Time commitment</b>	There is no minimum time requirement so you do not need to commit to volunteering every day. On your application form, please kindly specify your availability.
<b>Point of contact</b>	Volunteer Lead – Retail & Fundraising
<b>Location</b>	Remotely or Capitol House, 662 London Road, SM3 9BY
<b>Why we need you?</b>	To support the delivery of sales and profit margins within the online trading department for St Raphael's charity.
<b>What will I be doing?</b>	<ul style="list-style-type: none"> <li>➤ Working closely with the online team to ensure the effective day to day running of the retail online trading business.</li> <li>➤ Ensuring that the online market place levels are met.</li> <li>➤ Answering enquiries promptly maintaining excellent customer service.</li> <li>➤ Pricing photographing and using the best online selling methods across all marketplace channels.</li> </ul>
<b>What makes a good Online Volunteer?</b>	<ul style="list-style-type: none"> <li>➤ Excellent retail and online trading skills.</li> <li>➤ Exceptional interpersonal skills.</li> <li>➤ Strong communication skills both written and oral.</li> <li>➤ Committed team player.</li> <li>➤ Good organisational skills.</li> </ul>
<b>Induction and Training</b>	<ul style="list-style-type: none"> <li>➤ Your induction and training will provide you with an opportunity to get to know the wider team and ensure you are familiar with the role and feel comfortable.</li> <li>➤ Prior to your shift you will be given a guidance document that will provide key information and our volunteer policies and procedures.</li> </ul>
<b>What's in it for you?</b>	<ul style="list-style-type: none"> <li>➤ Lots of <b>FUN</b> &amp; being part of a friendly team</li> <li>➤ It will allow you to get involved in your local community.</li> <li>➤ You will gain valuable experience such as: team work, communication and using your initiative.</li> <li>➤ Boost your confidence and your CV for future jobs – we will provide you with a reference.</li> <li>➤ We will reimburse reasonable out of pocket travel and parking expenses.</li> <li>➤ A unique volunteer T-shirt.</li> </ul>
<b>What to do if you are interested</b>	Please complete the registration form. If you are successful the volunteer lead will contact you for an informal discussion. If you have any further questions, please email <a href="mailto:lorrainehunt@straphaels.org.uk">lorrainehunt@straphaels.org.uk</a>