



# OPEN ROAD EBAY VOLUNTEER

## ABOUT US

Our mission is to empower a diverse range of individuals, families and communities to lead healthy and more meaningful lives, free from addiction, offending behaviours and disadvantage, to ensure healthier, happier lifestyles.

## ABOUT THE PROJECT

Open Road is a registered charity that provides support for individuals affected by drugs and alcohol across Essex and Kent.

## ABOUT THE ROLE

To support the Open Road Head Office team with running our online eBay shop.

## LOCATION

Clacton on Sea, Essex

## KEY RESPONSIBILITIES

- Sort through donated items and prioritise which are suitable to list on eBay
- Carry out research into the potential value of items where required
- Photograph the items to be listed
- Upload the items onto the Open Road eBay account and write an accurate and compelling description of the item which will encourage people to view it and bid on it
- Respond to any queries from potential customers in a professional, timely and helpful manner
- When an item is purchased, liaise with the buyer about payment as required
- Once payment is received pack and post items
- Process any returns or refunds as determined by the Financial team
- Update sales records in accordance with defined process

## TRAINING PROVIDED

All Open Road Volunteers are asked to complete the following training:

Induction

Health and Safety Essentials

Equality and Diversity

Information Governance

Safeguarding Adults

Safeguarding Children

Volunteering for the Head Office team will also give you access to many other training programmes specific to other Open Road projects.

## DURATION AND AVAILABILITY

We need you to be honest and tell us how much time you can commit to Open Road. For this role we ask that you commit to a minimum of ½ day a week.

## PERSONAL SPECIFICATION

	<b>Essential</b>	<b>Desirable</b>
Be an effective communicator & demonstrate good interpersonal and listening skills	<b>X</b>	
Able to take clear photographs	<b>X</b>	
You will need to be able to work independently as well as alongside others	<b>X</b>	
Must be able to hand over what you have done to other volunteers to ensure that any customer queries are dealt with quickly and efficiently	<b>X</b>	
Respect and understand the need for confidentiality	<b>X</b>	
Over 18 years of age	<b>X</b>	
2 satisfactory references (1 professional, 1 personal) and an Enhanced DBS Disclosure (arranged by Open Road)	<b>X</b>	

## VALUE OF VOLUNTEERING FOR OPEN ROAD

<b>Skills/experience developed</b>	<b>Brief explanation</b>
Confidence	Being able to express your own personal values and focus those beliefs volunteering in an Organisation that shares your viewpoint.
Self Development	Learning more about the issues facing Open Road Service User's and supporting others
Personal Growth	Gaining potential career related experience and skills, with something to add to your CV
Social	Create and strengthen social relationships