



Working to end violence and abuse.

## Role Profile

<b>Job Title:</b>	<b>Online Sales Volunteer</b>			
<b>Grade:</b>	N/A			
<b>Salary:</b>	N/A			
<b>Hours:</b>	To be discussed with each volunteer			
<b>Contract Type:</b>	Volunteer			
<b>Location:</b>	Margate			
<b>Responsible to:</b>	Charity Shop Manager			
<b>Responsible for:</b>	Online Sales of Donated Items			
<b>Committed</b>	<b>Curiosity</b>	<b>Connected</b>	<b>Collaborative</b>	<b>Compassionate</b>

### Background:

Oasis is a passionate and ambitious organisation committed to tackling the causes and consequences of domestic abuse on families. We are known in Kent & Medway for our dedicated, independent services that have been supporting the cause with a local focus for many years.

### Overall:

We provide an efficient service for families affected by domestic violence and abuse across Kent & Medway. These families and individuals will have a range of needs, and our client support work is needs-led, risk-focused & trauma-informed with a focus on developing individual resilience. We work with clients in a range of settings. We provide group work, and all support colleagues are expected to be capable of integrated working in the wider social system. Colleagues are expected to work flexibly as needed by service demands, this includes evenings and weekends. Where necessary colleagues are also expected to participate in the out-of-hours service, providing an on-call system for the refuge service users (for which enhancements are paid)

### The Team:

The team who run our charity boutique are led by our dedicated shop manager who is supported by a team of amazing volunteers who contribute a collective average of 189 hours (about 1 week

21 hours) a month to support us! The team accept donations, sort and size clothing, steam clean all items, rotate stock to reflect the season, dress mannequins and merchandise the store to ensure our lovely boutique always has that **wow** factor. We also have an online sales function using Vinted. We continue to grow our reach and our customer base to raise much needed funds for our services supporting survivors of Domestic Abuse.

### **Purpose of the role**

The role of Online Sales Volunteer is an exciting opportunity to build your online sales knowledge and expertise. We are looking for someone who could settle into our busy, growing and well-respected organisation and support us by posting high end donated items using online platforms such as Vinted.

You'll have a keen eye for detail and enjoy creating enticing pictures of our high-end donations to encourage people to buy. You'll have excellent customer service skills and good technical skills. You'll be committed to helping us provide the gold standard of customer care, ensuring each item sold is steamed and carefully packaged for posting, with all items dispatched to the purchaser in a timely manner. You will be organised and able to manage online queries and questions from customers as well as confident in the use of Microsoft systems such as Excel which you will use to log each sale.

### **Online Sales Volunteer – Based at our Charity shop on Northdown Road, Cliftonville, Kent**

#### **Key Responsibilities:**

1. Dealing politely with customers to the online shop.
2. Responding to online queries from customers to the online shop.
3. Sensitively accepting donations from the public.
4. Advertising all suitable stock online in a timely manner.
5. Registering each sale accurately.
6. Assisting with sorting and sizing donated items
7. Steam cleaning items once sale agreed.
8. Carefully packaging and posting items in a timely manner.
9. Maintaining good health and safety practices.
10. Representing Oasis and our values at all times during your shift.
11. Creating enticing postings for items using online selling sites.
12. Researching donated items, to gather as much information on unusual items before listing them online –  
investigative work required!

#### **Review arrangements**

The details contained in the role specification reflect the content of the job at the date the document was prepared. It should be remembered, however, that it is inevitable that over time the nature of individual jobs will change; existing duties may be lost and other duties may be gained without changing the general character of the duties or the level of responsibility entailed. Consequently, we expect to revise this role specification from time to time and consult with the postholder at the appropriate time.

**Oasis Domestic Abuse Service is committed to safeguarding and promoting the welfare of children; applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service.**

Person Specification	Essential	Desirable
<b>1. Experience</b>		
Experience photographing and posting items for sale online	Y	
Excellent written and oral communication skills	Y	
Experience using IT programmes such as Word, Excel and Outlook	Y	
<b>2. Knowledge &amp; Qualifications</b>		
Experience creating online sales posts	Y	
Customer service experience	Y	
Excellent time management skills	Y	
<b>3. Capabilities &amp; skills</b>		
Commitment to our charity values, ethos and objectives	Y	
Commitment to attending training sessions for your continuous learning.	Y	
Commitment to attending Oasis events.		Y
Flexibility, problem solving and teamworking	Y	

<b>4. Emotional intelligence</b>		
<b>Self Awareness:</b> recognizing own emotions, strengths, and limits, being self-confident	Y	
<b>Self Regulation:</b> having self-control, honesty, accountability, flexibility, and being welcoming of new ideas.	Y	
<b>Motivation:</b> drive to achieve the best outcome, ability to align with the values and goals of the organization, opportunistic, persistent	Y	
<b>Empathy:</b> understanding others, developing others, client focus, cultivating diversity, able to read and work within group/ team dynamics.	Y	
<b>Social skills:</b> able to influence and convince through adult communication, and inspiring messages, able to drive change, nurturing instrumental relationships, work together on shared goals, and able to create group synergy.	Y	
<b>5. Other</b>		
Candidates must be willing to undergo an Enhanced Disclosure & Barring Service check	Y	
Evidence of qualifications listed on the application form	N	
Full driving license and access to use of own vehicle (subject to the provisions of the Disability Discrimination Act 1995).	N	

