

# eBay Hub

## Volunteer Role Description



**Role:** eBay Hub Volunteer

**Location:** eBay Hub (Stowmarket, Suffolk)

**Commitment:** Volunteer hours are flexible and negotiable. A commitment of a 3.5 hours per week or fortnight is preferred, but we aim to accommodate all offers of volunteering.

### About Us:

At Families Together Suffolk (FTS) we believe that children and families deserve the best start in life, to have choices and chances to live the best lives they can. We offer support through home visiting volunteers, family groups and workshops and we aim to help families through the barriers that they may face. Our services and projects are dedicated to making a positive difference to the lives of children, families and community.

Whilst FTS has been successful in attracting funding through grants, trusts and fundraising to provide services, the amounts available are continually under threat by cuts and increased competition. Charities are under pressure to generate their own income with charity shops and online sales providing this, alongside added value to service users and the environment.

FTS currently have a shop in Eye, which runs alongside an eBay Hub in Stowmarket, both are being used to raise independent income to support our charitable mission. So that we can continue to run successfully and expand our retail endeavours, we are recruiting volunteers who share the ethos of Families Together Suffolk, those who want to help their local community and anyone who may have received support in the past and would like to 'give back'.

### Purpose of the Role:

The purpose of the role is to assist in the day-to-day running of the Families Together Suffolk eBay Hub to maximise sales and increase independent income for the charity.

### Main Activities/Tasks (Volunteers can indicate their preferred activities)

- To assist and help prepare donated goods for our eBay Hub.
- To learn the process for handling donated items and preparing them for online sales.
- To assist with processing the donated stock including sorting, steaming, photography listing and despatching.
- To clean items in preparation for sale online.
- Help to keep the hub clean and tidy (taking into account health & safety issues).
- Maintain specific areas of the hub and rotating stock as necessary.

- Tasks which can be carried out at home e.g. making up jigsaws/ washing and ironing items.

### **What we offer volunteers**

- Full training and ongoing support.
- An opportunity to develop new skills and meet new people.
- The chance to make a meaningful difference in your community.

### **Additional information**

- We ask all potential volunteers to complete an application form, provide two references and undertake safeguard training as part of the application process.

### **How to apply**

- All eBay Hub volunteer applications are made via the following Microsoft form:  
<https://forms.office.com/e/LJNETuGwY2>

If you have any questions about volunteering opportunities with Families Together Suffolk or need some help with your application, please get in touch with Andy on 07936 913929 or email via [andy@famielstogethersuffolk.org.uk](mailto:andy@famielstogethersuffolk.org.uk)