

Volunteer Role Description – BTRS eBay Volunteer

Role Summary:	<p>The main purpose of this volunteer role is to provide support with eBay listings of items donated to BTRS to raise funds.</p> <p>We want to make sure that everyone who visits us has a great experience, we never forget the contribution our shop makes to those diagnosed with a brain tumour and their families across Yorkshire.</p> <p>Your role can be flexible depending on your skills and experience with the various tasks outlined below.</p>
Responsible to:	Marie Peacock, Charity Manager
Hours:	<i>We need cover Mon-Fri during office hours (9am-5pm) and welcome any applications for hours during these times (whether that be an hour or a full day!)</i>
Location:	31 Otley Road, Headingley, Leeds LS6 3AA

Main Tasks:

- Photograph items and list them on eBay site
- Research eBay items to gather as much information as possible before posting them online, setting the best price for sale
- Write item descriptions and upload information onto the listing accurately
- Check packing and posting costs to ensure these are covered by the purchaser
- Track progress and respond to queries from eBay buyers online
- Package and arrange collection/delivery of sold items
- Cover shop supervisor lunch break: serving customers and using the till

We are looking for people who are:

- Willing to learn about the work of Brain Tumour Research and Support Across Yorkshire
- Experienced in selling/buying online
- Enthusiastic and able to keep accurate records
- Ability to use a computer and internet
- Ability to communicate in a confident manner to a range of different groups
- Great team player with fantastic customer service skills
- Someone able to commit to agreed hours and provide reliable support

We can offer you:

- The opportunity to gain experience as part of a busy charity team
- Full induction and ongoing training, for example fundraising best practice
- Ongoing support and supervision in your role
- Experience of working in the charity sector
- Opportunity to learn new skills
- Reimbursement of out of pocket expenses incurred whilst carrying our activities for BTRS, for example travel to the office/parking
- BTRS commitment to Health and Safety and Equal Opportunities

About Brain Tumour Research and Support Across Yorkshire

Background

Founded in 2003 and originally named Andrea's Gift, Brain Tumour Research and Support Across Yorkshire (BTRS) is Yorkshire and Humber's leading brain tumour charity. Offering practical, financial and emotional support to both adult and child brain tumour patients, together with their families.

We fund brain tumour research in Yorkshire; we hope this research, dedicated to identifying new approaches to the discovery and treatment of brain tumours, will improve outcomes for patients.

At BTRS we are a small team who are growing to meet the needs of those affected by a brain tumour in Yorkshire. Around 12 new cases of primary brain tumour are diagnosed in the region every week.

Our Mission

We are a Leeds based charity funding brain tumour research in Yorkshire and supporting people across the region affected by a brain tumour.

Our Vision

We want to cure a devastating disease that affects so many people. Whilst we are waiting for a cure we will provide the best patient and family support network in Yorkshire.

Our Key Aims

- Loving support: we offer an open door to a community who has been through this before
- Loving research: we fund next generation research because we want to find a cure

By volunteering you would be making a valuable contribution to the lives of those affected by brain tumours across Yorkshire.

Please contact us on 0113 340 0111 to find out more about this opportunity or to request an application form.

To apply please send your completed volunteer application form to:

Marie Peacock
Charity Manager
BTRS
31 Otley Road
Headingley
Leeds
LS6 3AA

Or email to: info@btrs.org.uk