

## **eBay Assistant**

### **Our eBay fundraising**

As part of its vital fundraising effort Cornwall Hospice Care sells hundreds of donated goods on eBay. The eBay assistant is a volunteer member of the income generation team based at Holmbush, St Austell, reporting to the eBay Manager and helping to secure the best price for an item.

### **Your role may include:**

- Researching an item's value online or in catalogues
- Working with the eBay Manager to secure the best prices
- Photographing items for eBay listing
- Listing auction goods online
- Packing items for sending to buyers
- Posting items to buyers

### **Your qualities**

To work as an eBay assistant you need to be computer literate and have a good working knowledge of the internet. The following qualities are also important:

- Reliability and punctuality
- The ability to work as part of a team
- Knowing how to provide a good quality service to customers
- A readiness to undertake relevant training
- An ability to undertake tasks as set by the eBay Manager
- An interest in helping to raise money for Cornwall Hospice Care

## **How we work together**

Volunteers are a valued and vital part of Cornwall Hospice Care.

### **What volunteers can expect from CHC**

- To be valued and treated with respect
- To receive the appropriate induction and training
- To be supported in the role, with a clear explanation of what it involves
- To have adequate supervision in the role
- To have access to information to enable them to perform their duties
- To be able to decide at any time to end their CHC involvement
- To have safe working conditions
- To be reimbursed for reasonable out of pocket expenses
- To be appropriately covered by insurance
- To develop and grow within the voluntary job

### **What CHC expects from volunteers**

- To perform tasks reliably and with flexibility
- To work within CHC's aims and objectives
- To attend training and volunteer meetings when required and where possible
- To accept support and supervision to enable performance of the duties
- To respect and maintain confidentiality at all times
- To demonstrate a commitment to the philosophy of Cornwall Hospice Care