

## **eBay Support Volunteer Role Description**

**ROLE:** Venture Scotland eBay Support Volunteer

**LOCATION:** Home-working with occasional need to come into our Edinburgh office

**HOURS:** around 5 hours per week (max.)

### **BACKGROUND**

The pandemic and cost-of-living crisis have created a perfect storm and young people are losing hope. Rising social isolation, stretched support services, increased financial pressures, and charity closures, means that young people are struggling to access and maintain immediate and meaningful, long-term support. Chronically overwhelmed mental health services are at breaking point and are unable to give YP the help they desperately need – recent Child and Adolescent Mental Health Service (CAMHS) figures show that over 50% of young people wait more than 6 months for treatment, and A&E departments are overrun.

Plus the fundraising landscape is bleak right now; independent funders and individual supporters are struggling to keep up with demand from the charity sector so to continue our work, we need financial support, and our eBay shop is integral to diversifying our fundraising efforts. In a bid to increase revenue from our eBay shop we need a dedicated eBay Support Volunteer so we are looking for a committed, enthusiastic person to support our fundraising team to manage our eBay shop.

### **ROLE SUMMARY**

To assist our experienced fundraising team, helping to select and promote/photograph and/post goods for sale on our eBay shop.

### **KEY RESPONSIBILITIES**

To work together with Venture Scotland's fundraising team helping to:

- Photograph items before listing
- Research and list items appropriately for sale
- Manage queries from buyers
- Post items sold

### **PERSON SPECIFICATION**

eBay is core to our fundraising efforts, so it is important the platform is managed in a way that presents the charity in a positive way. We are therefore looking for someone with a keen eye for detail and who is able to handle customer queries in a professional and courteous way.

### **ESSENTIAL CRITERIA**

You will receive basic induction and training and be supported by our fundraising team; however, it is essential you are confident using a computer as well as being familiar using eBay. Other essential criteria include:

- Access to your own computer
- Ability to work in a timely and methodical manner
- Capacity to come into Venture Scotland's Edinburgh centre occasionally to photograph the items for sale (when not done by our corporate volunteers).

#### HOW TO APPLY

We welcome applications from everyone, regardless of race, ethnicity, gender, religion, sexual orientation or age. If you are interested, please contact: [fern.urquhart@venturescotland.org.uk](mailto:fern.urquhart@venturescotland.org.uk)

Our Volunteer Coordinator will be in touch to meet you and discuss your volunteering role and process your application.

#### **ABOUT VENTURE SCOTLAND**

Venture Scotland is a registered charity (SC013901), founded in 1987 by a group of young volunteers who understood the benefits of natural and outdoor spaces on an individual's mental health and wellbeing. Over the past 35 years, we have become Scotland's only provider of long-term, outdoor-based, personal development for young adults.

Our vision is a world in which young people see their self-worth and have hope for the future. We deliver progressive outdoor-based personal development programmes over 6 months which include weekly group-based activities (rock climbing, canoeing, gorge walking) and life skills sessions, plus regular 1-2-1 support sessions and remote bothy/camping residential.

This long-term support allows young people to feel safe, develop a better understanding of themselves, have a positive connection with others, find their place in the world and hope in their lives.