RSPCA. North West London and South Hertfordshire Branch
Registered Charity No. 1209372

Online Sales Volunteer - eBay & Vinted

Our Branch
Our RSPCA North West London and South Hertfordshire Branch is a separately registered charity working locally to improve the lives of animals.

We rescue, rehabilitate and rehome stray, neglected and unwanted animals, and help local owners care for their pets. We also provide support with neutering, microchipping and essential veterinary treatment.

Our charity shops play an important part in raising the funds we need to continue this work, as well as raising awareness of the RSPCA within our local communities.

Why volunteer with us?
Our shops receive a huge variety of donated items, including clothing, books, toys, collectables, jewellery, electrical items and unusual or higher-value pieces.

While many donations are best sold in our shops, some can reach a wider audience and achieve a better return through online platforms such as eBay and Vinted.

As an Online Sales Volunteer, you will help us make the most of these generous donations. The time you give will help us generate more income to support animals across North West London and South Hertfordshire.

This could be a great role if you are interested in online selling, fashion, collectables, photography or e-commerce, or simply enjoy spotting hidden gems amongst donated goods.

What will you be doing?

Depending on your experience and the needs of the team, you could help with:

1. Identifying donated items that may be suitable for online sale
2. Researching items, brands and likely selling prices
3. Preparing and presenting items ready to be photographed and sold
4. Taking clear, attractive photographs that show items accurately
5. Writing accurate and engaging descriptions
6. Listing items for sale through eBay, Vinted and other online platforms approved by the Branch
7. Recording relevant information such as measurements, condition and any faults or imperfections
8. Monitoring listings and keeping information up to date
9. Packaging sold items appropriately and securely ready for dispatch
10. Where agreed, taking parcels to approved collection or drop-off points
11. Maintaining accurate records of items received, listed, sold or returned to our shops
12. Working with our retail team and shops to help identify stock with good online sales potential

This is a developing area for the Branch, and the role may evolve over time as we expand our online sales activity and introduce new platforms or ways of working. We will provide support and guidance as the role develops.

There may also be opportunities to help us develop and improve our online selling activity as it grows.

What are we looking for?

You do not need to be an e-commerce expert. Training and guidance will be provided.

It would be helpful if you:

- Have basic knowledge of online selling platforms such as eBay or Vinted, or are willing to learn
- Are comfortable using a computer, tablet or smartphone
- Have good organisational skills and attention to detail
- Can take clear photographs and write accurate descriptions
- Enjoy researching items and finding out more about them
- Are trustworthy and reliable
- Can work independently and use your initiative while following Branch procedures
- Are happy undertaking practical tasks such as sorting, preparing and packing stock
- Communicate well and enjoy being part of a team
- Can offer a regular, ongoing commitment

An interest or knowledge in areas such as fashion, jewellery, collectables, books, toys, electronics, sporting memorabilia, antiques or designer brands would be useful but is not essential.

How much time do I need to give?

We would ideally like volunteers who can offer a few hours regularly each week. Having a regular commitment helps us make sure listings, sales and dispatches are managed consistently.

We can offer some flexibility and will discuss volunteering arrangements with you.

What will you get from the role?

By volunteering with us you will:

- Help raise vital funds for animal welfare in your local area
- Gain practical experience of online retail and e-commerce
- Develop skills in researching and presenting items for sale
- Develop photography, written communication and organisational skills
- Learn more about platforms such as eBay and Vinted
- Meet new people and become part of our wider volunteer team

- Gain useful volunteering experience for your CV

Where will I volunteer?

The role involves working with donated stock and our retail team. The location and working arrangements will be agreed with you depending on the activities you undertake.

Some elements of the role may be suitable to undertake remotely once appropriate arrangements and procedures are in place.

Age requirement

You will need to be aged 18 or over for this role.

Recruitment and training

Our volunteer roles are subject to an informal discussion and an initial trial period. We may ask you to provide details of referees and, depending on the activities involved, you may need to complete relevant training and agree to follow Branch procedures before starting.

Full guidance will be provided on our online sales processes.

Interested?

If you enjoy online selling, love finding hidden gems amongst donated goods or would like to develop your e-commerce skills while helping local animals, we would love to hear from you. Please contact us at info@rspca-nwlondon.org.uk