



Volunteer Role Description

E-commerce Volunteer, Barnstaple (Shop DAAT) & Exeter (eBay)

About Devon Air Ambulance

Devon Air Ambulance Trust is the charity that raises the funds to keep Devon's two air ambulances flying and our fleet of Critical Care Cars responding.

Accidents and illness happen and when they do patients, whatever their age, circumstance or location, need specialist treatment fast. The speed with which our air ambulance doctors and paramedics can reach a patient, identify their time-critical needs and provide their specialist life-saving treatments and interventions to slow, halt or even reverse the effects of a life-threatening condition, is crucial in helping to achieve a successful outcome.

About this volunteer role

As an e-commerce volunteer, you'll be a key part of our mission to find new homes for pre-loved items. Supporting our thriving charity shops, both in-store and online, you'll help grow our eBay store. Your contribution will play a vital role in maximising our online sales, generating crucial funds to support our cause.

What will I be doing?

You'll dive into the exciting world of online retail, helping to bring unique and fascinating donated items to a new audience. Your tasks will include:

- Sorting and quality-checking donations to ensure only the best items go on sale
- Researching quirky and valuable items to uncover their true worth
- Creating engaging listings by uploading photos, content, and descriptions on eBay
- Capturing great photos of items to help them shine online
- Assisting with packing and shipping sold items
- Helping maintain a safe, organised, and fun workspace

Each day brings something new and interesting, and you'll learn valuable e-commerce skills along the way!

Our eBay team are in urgent need of volunteers with expertise or hobbies in specific areas that require a lot of time to sort and research. Anyone who has the skillset to assist with any of the following would significantly increase the number of items we could process.

Volunteers would only need to come in once a month at a time that suits them.

- Watches and jewellery
- Cameras and binoculars
- Pokémon cards and gaming
- Stamps (philately)
- Books, especially vintage, first editions, or obscure titles

If you have an interest or specialist knowledge in any of these areas, we would love to hear from you!

When can I volunteer?

This is a flexible role to fit with your lifestyle and around other commitments. Whether you can offer one hour or one day, your time and support are hugely valuable. The Warehouse in Marsh Barton operates from Monday-Friday between the hours of 9am-5pm.

What are we looking for?

- A friendly and approachable manner
- Reliability
- A willingness to learn, undertake training, and take direction
- Ability to work on your own or as part of a team
- Be respectful and understanding of others

No experience is necessary as full training, and an induction will be given. Don't forget to share your interests and future aspirations so we can try and match you to the most suitable tasks!

What we can offer you

- A warm and friendly team of likeminded people
- The chance to develop your confidence and interpersonal skills
- The opportunity to gain invaluable experience to add to your CV and develop new skills
- Reasonable adjustments to make the role accessible for you
- Reasonable out of pocket expenses in line with our guidance

Volunteering is a great way to meet new people, socialise and contribute to a cause you care about whilst developing new skills.

Your DAA point of contact in the Retail Team will be available to give advice and assist you during your time spent with us. The Volunteer Team is on hand to give you additional help and support throughout your volunteer journey.

Enhanced Volunteer

This is an opportunity to develop further in your volunteer role should you wish to and take on additional tasks or responsibilities i.e. mentoring and supporting new and existing volunteers. Some additional responsibilities may require training which will be provided.

Help and Assistance

For further information please contact volunteer@daat.org, call 01392 466666 or visit our website www.daat.org to complete our online application form.

Volunteer Team

Vicky Thresher – Volunteer Manager

Charlotte Fleetwood – Volunteer Engagement Officer

Carrie Packer – Volunteer Administrator