

Volunteer Task Profile

Volunteer Position: E-Trading Volunteer

Reports to: E-Trading Management Team

Location: Unit 14, Fieldhouse Way Industrial Estate, S4 7SF

Introduction to St Luke's

St Luke's is a Sheffield-based hospice caring for adults with terminal illnesses, including cancer, HIV, and end-stage heart, lung, kidney, and neurological conditions. We support around 1,800 patients each year, many in their own homes, helping manage pain and provide comfort and emotional support. We also offer counselling and practical help to families. Our work is made possible by over 800 volunteers and 270 staff, alongside vital income from our retail shops, fundraising, and donors. Volunteering with us means being part of something truly meaningful - every hour you give helps us care for more people when they need it most.

Overall Purpose of the Role

Our E-Trading Volunteers support the successful operation of St Luke's growing online retail presence, primarily through our eBay store. Based at our Donation Centre, volunteers contribute to the end-to-end process of online sales, including researching and listing items, photographing stock to a high standard, and carefully packing sold goods for dispatch. This role is essential in helping us maximise the value of donated goods, ensuring that unique and high-quality items reach a wider audience and generate vital income.

Volunteers may be asked to support a bit of everything depending on the needs of the team, or they can choose to specialise in a particular area they enjoy, such as photography or product research.

How you can support us

- Researching donated items to identify value and write accurate listings
- Photographing items to showcase them effectively online
- Creating and uploading listings on our eBay platform
- Packing and preparing sold items for safe delivery
- Maintaining a clean, organised workspace within the e-trading area
- Supporting the team with general admin and stock management tasks
- Be flexible, willing to learn, and follow guidance and processes

How can we support you?

- Provide the opportunity to meet interesting and diverse people.
- Encourage you to give back to the community in a direct and meaningful way.
- Help you develop a valuable portfolio of skills.
- Offer experience and knowledge to support your job applications.
- Give you the chance to gain a recognised qualification*.
- Invite you to our Volunteer Celebration Events.
- Support you with advice and provide references.
- Reimburse reasonable travel expenses in line with our Volunteer Policy.

*T&C's apply, please ask for more details.