



VOLUNTEER ROLE: ONLINE SALES ASSISTANTS

Purpose

The Heath Robinson Museum Shop will provide a range of Heath Robinson-related books, prints, cards and more. We expect people to want to buy our products online. The purpose of this voluntary role is to maximise online sales in order to provide profits which will support the Museum. The Museum will use the tried-and-tested Shopify online sales system, which will be integrated with the onsite shop.

What's involved?

The online Sales Assistants will work with the Online Sales Coordinator. The role will involve drawing off customer orders from the system, printing despatch notes, picking items, packing and despatching promptly. The role will require using the Royal Mail Online account to print off appropriate postage labels.

The Online Sales Assistants will prepare orders using the most economical packaging method and may require taking parcels for weighing, paying and posting at the local post office.

The role will involve using the Electronic Point of Sale (EPOS) system to draw off orders and to complete orders once packed and posted.

You will also keep regular stock checks on the post & packing supplies and liaise with Online Sales Co-ordinator for re-ordering purposes.

What skills or experience will you need?

We are looking for 2 people with office skills, who are very methodical, quick learners, organised and can stick to a time scale.

Candidates with experience of online sales or museums would be helpful but not essential as training will be provided to use the website & EPOS system.

You should be interested in retail sales and museum products and understand customer service.

What's in it for you?

Volunteering with us is a great way of meeting people and learning something new whilst helping support a local charity. You need no prior knowledge of Heath Robinson and his work; we will

provide you with all the training you need. You will be helping to provide income to the Museum and contributing to its success.

How much time do you need to give?

The Online Shop is due to go live in February. You will need to spend 2 hours twice a week packaging items from the museum.

Location

The role will require working from the museum, picking the items from the museum shop for packing.

Contact

For an application form please contact Lucy Smith, Museum Manager
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