

Amnesty International UK



VOLUNTEER ROLE	Online Bookshop Volunteer
TEAMS	Social Giving and Retail
DEPARTMENT	Fundraising
DAYS	4 hours per week for a minimum of 3 months

Overall Purpose Of The Role:

This volunteer role is based in the retail team which aims to raise money for Amnesty's work by selling second-hand books and other items.

The online bookshop is based in the Amnesty office in Shoreditch and is staffed by volunteers. The online bookshop team sort through incoming donations of books and either list them for sale Amazon or send them to our bookshops. Books are catalogued and stored and when they have sold they are packaged and dispatched. Books that don't sell are sorted through and removed from sale. Any customer queries are answered promptly and politely.

Generally, volunteers are expected to commit to at least one regular four-hour shift every week (a morning or an afternoon).

Main Responsibilities:

Main responsibilities include:

- Sorting books for sale.
- Valuing books and listing them for sale on Amazon.
- Packaging and dispatching books.
- Reviewing old listings.
- Answering customer enquiries by email and phone.

You should be able to volunteer for a minimum of **4 hours per week**, for a minimum of **3 months**.

SKILLS REQUIRED:

Essential

- Interest in books and bookselling.
- Basic computer skills (ability to use email, browse the web etc.).
- Excellent written and spoken English.
- Attention to detail especially in repetitive tasks.
- Commitment to Amnesty's work campaigning for human rights.

Desirable

We are particularly looking for people with skills and experience in the following areas:

- Interest in researching old and unusual books for sale on AbeBooks.
- Experience of retail or fundraising.
- Customer service.