



Fixing Factory eBay Volunteer Administrator

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Fixing Factory is a community repair hub where we actively reduce e-waste in the UK. Our team of volunteers help people to get their electronic items fixed, learn repair skills and provide valuable support to an environmental charity Possible (The 10:10 Foundation).

We have an eBay shop to sell refurbished electrical items from our Fixing Factory in Queen's Crescent. This keeps waste out of landfill, generates valuable income for our charity, and allows people to buy refurbished items at a low price. We're looking for someone who can help us administer this eBay shop.

The basics

Where is this role based?

The Fixing Factory is located in Queens Crescent (NW5 4DS) at least 50% of the time.

Do I need any equipment for this role?

Yes, you will need a camera, computer and access to the internet. We can provide all of this equipment for use at the Fixing Factory.

What are the dates of volunteering?

- Wednesdays 15:00 – 18:00
- Saturdays 10:00 – 13:00 or 13:00 – 16:00

To whom will I report?

To the Fixing Factory Manager.

Are there any Volunteering expenses?

We can reimburse you for London based travel and other reasonable expenses related to volunteering with us.

During Saturday's volunteering session lunch will be provided.

How can I apply?

Fill in [this application form](#) and we'll get back to you to let you know if you've been successful.

Content of volunteering as an eBay Administrator

What are the core tasks of this role? Do I have to be an expert on all of them?

You do not have to be expert in all of these, we are happy to support you growing in this role and can provide some training to help you achieve confidence and skill in all core tasks. In general we want you to be you and understand the content of the volunteering role.

The core tasks are:

1. Create eBay listings for repaired goods using laptop or PC (incl. Following a pricing formula to price items).
2. Liaise with the Fixing Factory manager to identify repaired goods
3. Update records in our inventory management.
4. Record eBay fees and payments to Fixing Factory account
5. Prepare items for collection or shipping.

6. Customer support (messaging with and monitoring interest of potential buyers).
7. Follow all Fixing Factory procedures, including our health, safety and safeguarding procedures and attend any training provided by FF (e.g. first-aid, anti-oppression, etc.).
8. Play an active role in keeping the Fixing Factory a supportive, inspiring and anti-oppressive place to be.
9. Be a team player – e.g. tea making, skill sharing and washing up.

Anything I should really be good at and is necessary to fulfil this role?

1. good time management skills
2. good written English
3. good organisational skills
4. Have some experience with buying and selling online

What will you gain?

Experience of working in a medium sized team of people who collectively work with environmental action charity towards low carbon Britain. At Fixing Factory we aim to show climate action is possible and you can make a difference.

Volunteering can help you learn new skills that can be useful in your career or future volunteering opportunities like digital marketing and online sales.

You will make a positive impact by being part of a team to offset tonnes of CO2 by diverting electrical items from ending up in landfill. You will gain experience managing and maintaining an online commerce page.