



E-commerce Assistant

Mind Retail

Volunteer Role Profile

Department	E-commerce
Located at	Stratford, London
Hours	Ideally 2-3 days per week, however this can be flexible and discussed upon application

We're Mind, the leading mental health charity. We won't give up until everyone experiencing a mental health problem gets support and respect. We provide advice and support to empower anybody experiencing a mental health problem and we campaign to improve services, raise awareness, and promote understanding.

About the volunteer role

The aim of our E-Commerce Assistant role is to provide administrative and operational support to the E-Commerce Manager, assisting with online sales, customer service, and digital marketing initiatives

Key tasks

- **Product Listings:** Assist in creating and updating product listings on our e-commerce platform.
- **Order Processing:** Assist in processing orders, including packaging and dispatching items.
- **Customer Service:** Provide support for customer inquiries via email, ensuring a high level of customer satisfaction.
- **Compliance:** Ensure all e-commerce activities comply with relevant regulations and guidelines.
- **Administrative Support:** Provide general administrative support to the E-Commerce team.



About You

- **Communication Skills:** Good communication skills.
- **IT Literacy:** Comfortable using MS Office applications – Outlook, Word, Excel.
- **E-Commerce Platforms:** Familiarity with e-commerce platforms e.g., Shopify & eBay
- **Organisational Skills:** Good organisational skills.
- **Attention to Detail:** High attention to detail.

Experience & skills you will gain

- Experience working as part of a team.
- Experience working within an e-commerce administrative role.
- Gain hands-on experience in the dispatch process, including packaging and shipping.
- Experience in managing product listings and inventory.
- Exposure to customer service practices in an online retail environment.
- Experience in digital marketing.
- Exposure to sales analysis and reporting.

Our Commitment

We are committed to becoming actively anti-racist in everything we do. This is a critical priority for Mind. We embrace diversity and understand that being an inclusive organisation, recognising different perspectives, will enable us to provide excellent services. We are committed to ensuring all our employees are treated fairly and equitably at work and promoting equity in physical and mental health for all.

