



## **Post Details**

Job title:	Shop and Supporter Care Volunteer
Reports to:	Shop and Supporter Care Officer
Key relationships:	Head of Engagement
Working hours:	2 days per week for a minimum of 6 months
Reimbursement:	Expenses paid (up to £10 per day)
Location:	Our Brixton office.

## **Purpose of this post**

Free Tibet is looking for a dedicated and energetic volunteer looking to gain experience in supporter care and fulfilment.

Should you be successful, you will join our small but innovative team. This role is ideal for someone with loads of enthusiasm and passion for human rights and looking to gain valuable insight into working for a not-for-profit.

Although there are weekly tasks that you would be expected to complete, we want you to get the most out of your voluntary experience with us. Therefore, we offer flexibility regarding your personal goals and interests so please do not shy away from discussing these in your application/interview.

## **About Free Tibet**

We are Free Tibet, and we stand with Tibetans around the world. For their homeland, for their future and against China's brutal occupation.

We keep the eyes of the world on the atrocities being committed in Tibet. We share evidence that makes them impossible to deny. We lead campaigns that make them impossible to ignore. And together, we will build a global movement that's impossible to resist.

Tibet can be free. It must be free – and one day it will be.

Together we bring that day closer.

### **Location**

Our head office is in Brixton, South London and we have 17 staff members in total including our UK team and our field research team further afield.

### **Equality, diversity and inclusion**

Free Tibet and Tibet Watch are actively committed to equality, diversity and inclusion in our workforce. We strongly encourage applications from all sectors of society regardless of: age, gender identity, disability, marriage or civil partnership, pregnancy or maternity status, religion or belief, race or ethnic origin, sexual orientation, transgender status or socio-economic background. We also welcome applications from those who wish to

## Job Information Pack

return to the workplace after a period of absence. Sadly, we can only welcome applicants who have the right to work in the UK at this time.

## Main tasks

- Working with the Shop and Supporter Care Officer fulfilling merchandise orders (processing, packing and posting).
- Support the Shop and Supporter Care Officer in dealing with enquiries across a range of platforms.
- Lead on ensuring the in-office shop stock is organised and tidy.
- Thinking creatively about methods of increasing online income through the shop.
- Consistently and accurately maintaining the database following fundraising regulations.
- Supporting the Digital and Engagement team in other aspects of their work, within reason.
- Attending and participating in staff meetings.

## Skills and personal qualities

- Commitment to Free Tibet's mission.
- Attention to detail.
- Ability to work both independently and within a team.
- To be reliable.
- Strong communication skills.

## Benefits and opportunities

- Hands-on experience.
- Training in the use of Shopify and a variety of other eCommerce applications.
- Training in professional supporter care and outreach.
- Training in office administration.
- Expenses paid (up to £10 per day).
- Opportunity to participate in campaign actions.
- References for future applications.

This is a unique opportunity to gain valuable insight into the inner workings of a small campaigning organisation and we can't wait for you to join us.

## Application process

To apply for the role please send your CV and a personal statement detailing why you would like to volunteer with us, to [recruitment@freetibet.org](mailto:recruitment@freetibet.org). We will be reviewing applications on a rolling basis as we are looking to fill this role as soon as possible. Applicants will be invited to meet members of the relevant team to discuss the role.