



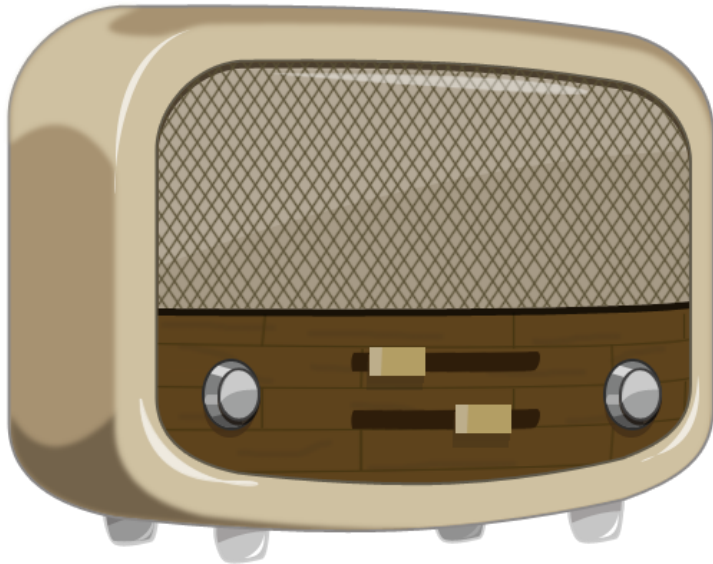
# Online Charity Shop Volunteer

Application Pack





Hello and  
welcome to  
Norwich's  
community  
radio station!



# A message from the Business Development Manager

Thank you for your interest in joining us as an Online  
Charity Shop Volunteer

Future Radio is Norwich's community radio station, broadcasting 24 hours a day online, via D.A.B., FM and smart speaker to a potential audience of around 381,000 people across the greater Norwich area. The station is now the only local radio station broadcasting from Norwich for the people of Norwich.

The station is staffed by over 70 volunteers and acts as a platform for local communities, promoting talent, supporting businesses and offering training and career development opportunities. Our ambition is to create radio that everyone who considers themselves a resident of Norwich, enjoys listening to, no matter where in the world they are!

Our Online Charity Shop Volunteer will help to set up and run a new online charity shop, to help raise funds for the station and to promote its brand. The role is varied and includes designing and choosing which products to sell, working with other organisations throughout the city and with the producers and presenters of our shows.

Volunteering with Future Radio is a great experience and provides a great head start for those either wishing to work in the e-commerce or design industries, gain some general work experience or would just like to help their local radio station!



To find out more about the role, contact:

Christopher Remer

[c.remer@futereradio.co.uk](mailto:c.remer@futereradio.co.uk)

01603 250056



future  
projects

future  
support



**Creating brighter futures throughout Norfolk**

## About us

Future Radio is part of *Future Projects*, a charity whose mission is to unlock the potential of communities experiencing hardship and deprivation by delivering high quality services and support which enables lasting change.

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Alongside the radio station, *Future Projects* delivers that mission through *Future Support* and *Future Education*.

*Future Support* is a collection of specialist support services helping those most in need, in areas such as housing and homelessness, welfare entitlements, family support, debt and money advice, health and wellbeing, employability support, loneliness and isolation, and any other challenges being faced by vulnerable people in our communities.

*Future Education* is a specialist independent school which engages children with complex needs and nurtures them to become successful adults through an academic and therapeutic curriculum.

Find out more at [www.futureprojects.org.uk](http://www.futureprojects.org.uk)





# Get involved!

Future Radio is operated by volunteers; presenting and producing shows, researching and creating content, supporting the office, keeping our website up to date, coordinating our social media, organising events, fundraising and whatever else is needed to keep a community radio station running!

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We don't have a typical volunteer.

Every person who volunteers for us does have one thing in common though - *they're absolutely vital to our work.*

Volunteering at Future Radio offers tremendous opportunities, valuable work experience, the chance to develop new and existing skills and to build confidence. Plus you'll get to meet interesting and enthusiastic people with a passion for music, broadcasting & getting involved in their community.

Previous volunteers have gone on to develop careers in music, media, education & training, business, events management and the voluntary and community sector.





## A word from some of our previous volunteers



*"It made me realise that being involved in radio includes so much more than just being in the studio!"*

*"Considering radio? Consider no more if you want to be involved in something beneficial to you and the community"*

*"The best thing I've done"*

Whatever your personal goals may be, Future Radio can provide the training, support and opportunities to help you along the way.

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*"The doors that it's opened up are ones I didn't even know existed & I largely owe that to Future Radio."*





# Role specifics

## *Online Charity Shop Volunteer*

**Role status: Volunteer**

**Time commitment required: Flexible hours**

**Location: Norwich**

**Reporting to: Business Development Manager**

**Start date: We're ready – are you?!**

### **Key responsibilities include:**

- Contributing to the setting up of the charity shop online
- Designing and choosing branded merchandise and other items to sell
- Listing items to sell
- Promoting the online shop through multiple channels, including social media
- Ensuring detailed records are kept
- Checking trends and past orders to understand the best items to promote
- Dealing with any customer enquiries and complaints related to products
- General promotion of the Future Radio brand and advocacy of it's parent charity, Future Projects
- Working with our parent charity Future Projects on charity-wide fundraising & events activity

The post is voluntary with hours to be agreed with the Business Development Manager. Flexible volunteering outside of normal working hours is possible, and you will attend regular meetings with Future Radio staff.

***Full training will be given***





# Personal profile

## *A little bit about you!*

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If you have previous experience of selling items online, that would be great, but it's not essential as **full training will be given**.

You'll like having fun, be proactive, organised, be able to work independently and within a team. You'll also need excellent communication skills, a can-do attitude, and be a positive champion for Future Radio at all times.

You'll need to be ready, willing and able to give the time, care and attention that the role requires over an extended period.

We'll be looking for:

- A real willingness to learn
- Fantastic organisational skills
- An ability to generate original ideas
- Good team working skills
- Superb communication skills
- Good research skills
- Creativity





# Additional Benefits

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- You'll become part of a community of talented enthusiasts and develop personal and professional networks
- You'll develop knowledge and experience and key work skills in areas such as digital, communication, marketing, technical and people skills
- You'll be giving something back to the community through your involvement with Future Radio and Future Projects
- You'll have fun and make new friends!
- And of course, you'll get to wear the coveted Future Radio t-shirt!







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[www.futureradio.co.uk](http://www.futureradio.co.uk)

[info@futureradio.co.uk](mailto:info@futureradio.co.uk)

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## How to apply

*To apply, please complete the application form at  
<https://futureradio.co.uk/get-involved/>*