

Volunteering with Wakefield Hospice...

Role Description:

Wakefield Hospice - E-Commerce - Online Shop Item Lister

Volunteer role in: WH Retail E-Commerce

Volunteer responsible to: E-Commerce Manager

Volunteering location: WH Retail - George Street Shop

Supported by: E-Commerce Manager / Volunteer Services

Summary of Role:

Join the Wakefield Hospice community. As an Online Shop Volunteer you'll be behind the scenes in our busy shop and learn all about selling donated gems through Wakefield Hospice eBay Shop. Best of all you'll be raising vital funds to support people facing poverty around the world.

Usual role hours/shift:

Typically open Monday - Friday 9.00am - 4.00pm

Reporting absences:

If you are unwell, going on holiday or are otherwise unable to undertake your shift, please contact the E-commerce Manager or the Volunteer Services department as soon as possible.

Volunteers may be asked to help with:

- Writing informative and accurate descriptions of the items we are selling including details about condition, measurements and any defects or flaws.
- Making sure the item is placed in the correct selling category to make it easy for customers to find just what they are looking for
- Helping to upload photos to really showcase the items.
- Desire to learn and research items we list
- Willingness to work in the team
- Accuracy and eye for the details

As an Online Shop Volunteer, you'll develop transferable skills that boost your confidence and get plenty of benefits:

- Improve your communication skills as part of a team
- Put your expertise to good use by focussing on what interests you the most
- You'll develop IT experience with ongoing support
- Selling some of our most unusual and valuable items, you'll know you're making a real difference
- Access to training and development
- Reasonable travel expenses reimbursed
- Refreshments available
- Access to discounts with other retailers

Volunteers must:

- Maintain the Hospice code of confidentiality in regard to service users, their families and carers and all business matters
- Observe and implement the Hospice policies on fire, health and safety, manual handling, infection control, safeguarding and cash handling, reporting any hazards or concerns promptly
- Participate in mandatory training and training deemed necessary for specific roles

Training:

The Hospice is committed to the ongoing training and development of volunteers, aiming to provide appropriate training for all volunteers in order to meet statutory obligations, ensure volunteers are well supported in performing their role and to provide opportunities to undertake additional training for personal development. The Voluntary Services department will ensure that volunteers are informed of, and booked on to, all mandatory and statutory training.

Mandatory and statutory training identified for this role:

- Volunteer Induction
- Mandatory training

Person Specification / skills required

This role is ideally suited to those who can volunteer flexibly. Volunteers in this role should have an interest and some knowledge of online trading and be confident in using IT.

To apply for the role, please complete a Volunteer Application form and return to Sophie Baker, Wakefield Hospice Volunteer Services Coordinator.

Email: vs@wakefieldhospice.co.uk

Post: FAO Sophie Baker, Wakefield Hospice, Aberford Road, Wakefield, WF1 4TS