

E-Commerce Volunteer Role Description

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|---|-----------------------------------|
| Department: Business /Retail | Location: Donation Centre |
| Responsible to: E-commerce Manager | Vol Type: Standard |
| Length of role: Long term | Context: Non-people facing |

Frequency: a minimum of one shift per week

Outline of Role:

With the world moving towards 'digital by default' as a means of buying goods, our online stores provide an alternative to those who prefer not to shop in store, or who want to access a greater variety of items online.

Based at our Donation Centre, you will be supporting our E-commerce team by listing donated items onto a number of sales platforms, including Ebay, Amazon and Abe books. You may also be taking photographs of items for sale, or packing orders ready for dispatch.

Role tasks may include:

- Sorting stock deemed fit for sale via our online platforms
- Scanning of DVD's, CD's and books ready for sale on various online platforms (72 hours after donation)
- Dispatching sold items, helping us with packing and dispatching of various items sold online
- Following the current 'clean-down' process of work stations, and recording onto cleaning checklist.
- Helping product specialists to undertake research and evaluate various donations for us
- Photographing donated items, ready for sale online
- Providing support with basic administrative tasks

Skills and Experience Required:

- A reasonable degree of IT proficiency, and confidence in navigating around websites is desirable
- Experience of selling items online is desirable but not essential, as training will be given
- Accuracy and attention to detail
- Some office experience would be advantageous
- Photography skills are very welcome, but not essential

Personal Qualities Required:

- Able to work on own initiative, and manage own workload
- Ability to follow instructions and procedures, but be willing to seek help when needed and remain within the boundaries of the role
- Friendly, and able to work well as part of a small team
- Confident to use/learn to use a range of IT applications
- Open to learning new skills and complete training as required

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Learning Needs:

Statutory

| Training Module | Y/N | Method | Renewal |
|--|-----|---------------------------------------|---------|
| Information Governance | Y | e-learning (30 mins) | Annual |
| Moving and Handling Level 1 | Y | e-learning (30 mins) | Annual |
| Infection Prevention and Control Level | Y | Role induction / PPE & Covid measures | Ongoing |
| Fire Safety Level 1 | Y | e-learning (30 mins) | 2 years |
| Equality, Diversity and Inclusion | Y | e-learning (45 mins) | 3 years |
| Health, Safety and Welfare | Y | e-learning (30 mins) | 3 years |
| Hand Hygiene: the Basics | Y | e-learning (15 mins) | |
| Working with Desk Screen Equipment | Y | e-learning (30 mins) | One-off |
| Safeguarding Adults: Level 1 | N | | |
| Safeguarding Children: Level 1 | N | | |

Mandatory:

Volunteer Induction

Role Induction including PPE / current COVID processes within the Donation Centre

Optional:

We offer a range of learning opportunities for volunteers and staff that you may be interested in attending. Please look out on our notice boards and talk to Voluntary Services.

Departmental support:

You will receive ongoing individual support as required, with a designated member of the e-commerce team.

DBS Check:

A DBS check is not required for this role