

## VOLUNTEER ROLE DESCRIPTION

<b>TRADING -</b>	Retail E-Commerce Volunteer - Books, DVD's, CD's and Games.
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### ORGANISATION DESCRIPTION

Demelza Hospice Care for Children is a registered charity which provides support for families who have a child with a life limiting or life threatening condition. Demelza has hospices in Kent and South-East London and has a community team of nurses in East Sussex. Our volunteers carry out a vital role supporting staff in every area of the organisation. Help Demelza support those who may not live a long life to live a full life.

### ROLE – DUTIES - RESPONSIBILITIES

Volunteers will assist the Retail E-Commerce Assistant in undertaking various tasks related to the research, scanning and sale of items to online bulk-buy and wholesale sites, collectors and via eBay. This may include:

- ◆ Processing books, CD's, DVD's and other media using online bulk-buy wholesale sites such as WeBuyBooks, Ziffit, MusicMagpie etc.;
- ◆ Researching books, in particular antique hardbacks, to establish a value and listing them on eBay and other selling sites;
- ◆ Photographing merchandise for sale on eBay and other e-commerce sites;
- ◆ Drafting listings for eBay and other e-commerce sites;
- ◆ Ensuring correct postage and packaging costs are applied;
- ◆ Packing items securely ready for dispatch once sold;
- ◆ Liaising with the E-Commerce Assistant regarding discrepancies, queries or problems;
- ◆ Maintain high standards of office organisation and presentation.

Dress Code:	Smart business casual
Reporting To:	E-Commerce Assistant/Retail Administration and Development Manager

### SKILLS and QUALITIES

You will need to:

- ◆ Have an interest in books, CDs and DVDs;
- ◆ Be well-motivated, approachable, adaptable, and confident in following instructions;
- ◆ Be competent in the use of a computer and online bulk-buy wholesale sites, or be able to learn quickly;
- ◆ Practice a high degree of literacy and numeracy;
- ◆ Demonstrate good communication skills, together with a pleasant telephone manner;
- ◆ Follow instructions and operate under supervision;
- ◆ Be flexible and willing to take on a variety of tasks;

Show awareness and comply with all aspects of Health and Safety in relation to your assigned environments.

TIME COMMITMENT	LOCATION
<p>Specific times will be as agreed with allocated point of contact.</p> <ul style="list-style-type: none"> <li>◆ Volunteers should be prepared to make a regular commitment to suit personal availability</li> </ul>	<p>You will be based at:-</p> <ul style="list-style-type: none"> <li>◆ Distribution Centre at the Trading Hub, Maidstone</li> </ul>

## BENEFITS OF VOLUNTEERING FOR DEMELZA

What will you gain by volunteering for Demelza?

- ◆ Enjoyment of meeting a variety of new people
- ◆ Gain new skills and experiences
- ◆ Opportunity for others to learn and benefit from your skills and experiences
- ◆ A huge sense of satisfaction in knowing you are helping others and making a difference
- ◆ Acknowledgement that Demelza would not be able to offer the services and care to families without the commitment of volunteers

## TRAINING & SUPPORT

You will be given a Volunteer Handbook, which covers mandatory training such as Moving & Handling, Fire Training, Data Protection and Safeguarding. In addition you will complete an induction with your line manager. Specific, specialist training will be provided where appropriate/relevant to the area you will be assigned to. Ongoing support is available to volunteers through their line manager and voluntary services.

We hope that you will find our staff and volunteers friendly and approachable, and grateful for any assistance you can give.

## RECRUITMENT PROCESS

Please complete a Volunteer Application which is available from:-

- ◆ Our Website – [www.demelza.org.uk/volunteer-vacancies](http://www.demelza.org.uk/volunteer-vacancies)
- ◆ Contact us directly by e-mail – [volunteering@demelza.org.uk](mailto:volunteering@demelza.org.uk)
- ◆ Telephone our main switchboard at Demelza Kent – **01795 845200**
- ◆ Call in at one of our shops near you

If you have completed a paper application form, send to Voluntary Services Dept., Demelza Kent, Rook Lane, Bobbing, Sittingbourne, Kent, ME9 8DZ.

Applicants will be invited to attend for an informal chat and if successful will be invited to join our team, after completion of two references and DBS check (Disclosure & Baring Service) if applicable.

## OTHER INFORMATION

Some volunteering opportunities at Demelza Hospice Care for Children will require an enhanced Disclosure check by the DBS – this does not mean that you cannot volunteer for us if you have a previous conviction. Demelza Hospice Care for Children conforms to all aspects of the Rehabilitation of Offenders Act 1974.

Volunteers must participate in occasional training/information sessions and respect the policies of Demelza Hospice Care for Children. Where applicable Volunteers must be prepared to undertake regular updating of Mandatory training as and when required.

Demelza Hospice Care for Children operates a non-smoking policy throughout all its buildings and shops.

## CONTACT US

Revision: 7	Page No: 2 of 3	Approval Date: March 2018
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The Queen's Award  
for Voluntary Service



Demelza

Hospice Care for Children

The MBE for volunteer groups

For an informal discussion with no obligation - please telephone the following number:-

**Demelza Kent – 01795 845200**

***Thank you for choosing to give your valuable time to Demelza Hospice Care for Children***

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