

VOLUNTEER ROLE DESCRIPTION

TRADING – Trading Hub, Maidstone	E-bay/Amazon Assistant
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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 staff/volunteers undertaking various tasks, including:-

- ◆ Photographing merchandise for sale on E-bay and Amazon internet sites
- ◆ Researching items to establish a value where required
- ◆ Ensuring correct postage and packaging costs are applied
- ◆ Packing items securely ready for dispatch once sold
- ◆ Liaising with Manager regarding discrepancies, queries or problems
- ◆ Answering and responding to customer questions using the E-bay/Amazon communication systems
- ◆ Maintain high standards of office organisation and presentation.

Dress Code:	Smart business casual
Reporting To:	Stock Distribution Manager

SKILLS and QUALITIES

You will need to be able to:-

- ◆ Be well-motivated, approachable, confident and adaptable
- ◆ Have a good operational knowledge/be proficient at editing and manipulating photos to upload to E-bay/Amazon
- ◆ Be competent in the use of E-bay auction site and Amazon or have the ability to learn these processes 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
- ◆ Knowledge of PayPal and the ability to use the functions within E-bay to accept payments and deal with payment queries and returns.
- ◆ Function under pressure, prioritise and meet deadlines
- ◆ Operate effectively, both independently and as part of the Trading team
- ◆ Show awareness and comply with all aspects of Health and Safety in relation to your assigned environments

Optional -

TIME COMMITMENT	LOCATION
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<p>Specific times will be as agreed with allocated point of contact.</p> <ul style="list-style-type: none"> ◆ Volunteers should be prepared to make a regular commitment to suit personal availability 	<p>You will be based at:-</p> <ul style="list-style-type: none"> ◆ Distribution Centre at the Trading Hub, Maidstone
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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 full 'on the job' induction training plus a generic Hospice Volunteer Handbook. You will need to read through the Handbook which covers mandatory training such as Moving & Handling, Fire Training, Data Protection and Safeguarding, etc. Specific, specialist training will be provided where appropriate/relevant to the area you will be assigned to.

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

RECRUITMENT PROCESS

Please obtain and complete the Volunteer Application form which is available from:-

- ◆ Download from our website – www.demelza.org.uk
- ◆ Contact us directly by e-mail – volunteering@demelza.org.uk
- ◆ Telephone our main switchboard at Demelza Kent – **01795 845200**
- ◆ Call in at one of our shops near you

When completed, 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 (Disclosure & Baring Service) check [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

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