



Parcel Preparation Volunteer Volunteer Role Description

What is a parcel preparation Volunteer?

Responsible to the Retail Manager, the parcel preparation Volunteer assists with the daily operation of our online selling platforms. The income raised by selling items online supports the services of the Hospice to make every day count for those affected by life-limiting illnesses.

This role will suit people who are...

- friendly and helpful
- honest and reliable
- enthusiastic with a willingness to learn
- able to work as part of a team
- enjoy wrapping parcels

It is also essential that you can demonstrate our values of **Compassion, Respect, Integrity, Professionalism, Choice** and **Reputation**. They define who we are and what we do as a high quality care provider and high quality place to volunteer.

Why do we need you?

We are looking for volunteers to support us with preparing for postage, our donated and new goods stock that has sold online to raise vital income for the Hospice. The income raised will help the Hospice to improve the availability of, and access to, end of life care.

What's involved?

- Delivering excellent customer services to customers, donors and supporters
- Ensuring all donations/stock are accepted and handled correctly, sorted, processed and priced in accordance with retail guidelines
- Packing and posting sold items
- Maintaining high standards of cleanliness and maintenance of property and equipment. Reporting any problems directly to the Retail Manager/Supervisor/Assistant
- Assisting in the security of the premises and stock
- Helping to maximise sales in order to achieve the annual online budget
- Raising the profile of the Hospice by being an ambassador in the local community
- Complying with Retail procedures and guidelines (detailed in Retail Training Workbook), current legislation, trading standards and Health & Safety regulations at all times
- Undertaking induction and mandatory training as required
- Attending shop volunteer Retail Meetings to receive updates on Hospice news, procedure and practice

What should you already have and what could you gain from this opportunity?

There are no specific skills or training required to undertake this role, as full induction and training will be provided. Support will be available from the Retail Manager/Supervisor/Assistant and other members of the shop and retail team.

From this role you could gain experience of customer services, researching price points and selling items online. You can also gain an awareness of Hospice care and St Cuthbert's Hospice, health and safety and gift aid.

You will have the opportunity to meet new people and become part of a friendly, caring team.

Policies and Procedures

As a volunteer you will be expected to comply with Hospice Policies and Procedures relevant to your role and to maintain confidentiality.

Out of pocket expenses

Any agreed out of pocket expenses that are incurred when carrying out your volunteer role will be reimbursed.

Extra Information



Your availability

To be discussed with the Retail Manager but ideally once per week.

Shop Opening Times:

Monday – Friday 9.30am – 4.30pm, Saturday 9.30am – 1.30pm



Location

St Cuthbert's Hospice Meadowfield Furniture & Homeware Store, 12A Oakway Court, Meadowfield Industrial Estate, DH7 8XD.



Training

We value our volunteers and want your experience to be both positive and fulfilling. We offer a comprehensive induction programme and any appropriate instruction, guidance or training to assist you in your volunteer role. We ask that any essential training is completed either prior to you starting with us or within three months of starting. You will have an opportunity to learn new skills, build social networks, share experiences and skills and be recognised for the contribution you make.



Who to contact

For more information regarding this volunteer role please contact **(0191) 3746169** or **volunteers@stcuthbertshospice.com**