

DIGITAL RETAIL VOLUNTEER ROLE DESCRIPTION

ABOUT WILLOW BURN VOLUNTEERS

Volunteers use their time, skills and experience to enhance the provision for our patients and to support the staff in delivering a high quality experience for all and as such will:

- Have enthusiasm and commitment to Willow Burn Hospice, our mission and values.
- Give a realistic time commitment, whilst there is no minimum number of hours required, most of our volunteers give at least four hours a week.
- Work under the direction of staff to deliver a high quality service
- Respect the privacy of patients and families
- Undertake training necessary for the role
- Make links with the community and share Willow Burn's messages

OUR VISION

A community that holds no boundaries in treasuring lives through the provision of specialist supportive, palliative and end of life care.

OUR VALUES

Passionate – we are passionate about delivering an outstanding service to people in our community.

Accountable – we are a responsible organisation that people can trust.

Respect – we are respectful and considerate, ensuring dignity at all times.

Caring – care and compassion is at the heart of everything we do.

Empowering – we support and enable people to take control and achieve their goals.

Loyalty – we are committed to improving the lives of people in Derwentside.

PURPOSE OF THIS VOLUNTEER ROLE

To assist the eBay Fundraiser to sort and record stock for sale on the Thriftify shop whilst delivering the highest level of customer service

POINT OF CONTACT

Marketing Communications Manager

TASK DESCRIPTION

- Sign in and out in main building before and on completion of work

- Assist the Head of Retail/Marketing Communications Manager to find suitable stock and recording details for listing on the online shops, we currently use Thriftify.
- Upload items for sale on the Thriftify shop or other online shops.
- Assist in the packing and posting of products that have been sold on the website
- Assist the Head of Retail/Marketing Communications Manager in sorting new and rotating old stock.
- Work with the Marketing Communications Manager to create social media and website content about charity retail, to encourage new shoppers online and in the charity shops.
- Ensure the online retail storage area is clean and tidy which may involve hoovering, dusting and cleaning/washing dishes
- Work as part of a team to ensure the smooth running of the Thriftify shop and an excellent experience for Willow Burn customers.

PERSONAL SPECIFICATION FOR GARDENER VOLUNTEERS

- Person Specification
- Excellent customer service skills
- Good communication skills
- Team player
- Ability to carry out tasks to specific standards
- Self-awareness and able to use initiative
- Good sense of humour
- Good understanding of equality and diversity

ADDITIONAL REQUIREMENTS

- To ensure in all circumstances that you represent Willow Burn in a positive light.

The above is indicative of the tasks to be carried out and will change from time to time in consultation with the volunteer and in line with service needs.



All duties are to be carried out in accordance with the law, the Willow Burn Hospice philosophy, policies and procedures, the placement contract (if applicable) and in the spirit of fairness and equality and other professional guidelines.