

Ecommerce Assistant
Volunteer Role description

ROLE TITLE	Ecommerce Assistant
DEPARTMENT	Saint Francis Hospice, Retail Head Office
DAYS/HOURS OF DUTY	Monday to Friday – Days/Hours to be agreed
REPORT TO	Ecommerce Team Leader, Retail Business Manager, Retail staff and volunteers
ACCOUNTABLE TO	Commercial & Safety Director
KEY RELATIONSHIPS	Retail staff and volunteers, hospice staff and volunteers, online customers, hospice supporters, external agencies.

ROLE SUMMARY

To help Saint Francis Hospice raise funds to support people with life limiting illnesses and to support their families and carers, by the selling of donated goods on the hospice's retail on-line internet sites.

To work within Health & Safety guidelines, following Hospice guidance, policies and procedures, including manual handling and operational safety processes.

MAIN DUTIES

On-line Sales

Duties are varied and will include some of the following:-

- Photographing items, selected to sell on-line, ensuring the images are clear and of good quality. Uploading photos and listing the items, entering a good description of what is being sold.
- If required, cleaning items before photographing. Selecting suitable background displays to take the photos.
- Monitoring messages and answering queries from buyers on-line.
- Wrapping and packaging items securely, ready for posting. Ensuring the packaged item cannot move within the box and break when in transit.
- Inserting the customers' invoices and attaching labels to the packages.
- Scanning bar codes of selected books, CDs, and DVDs onto Retail's Ziffit account and boxing up as necessary – securing the box with tape

and sticking on the address label. Helping to put unsaleable items together for the ragging/textiles companies to collect.

- Sorting jewellery to be sold on-line.
- Administration duties.
- To help the Warehouse team if required.

PERSON SPECIFICATION – a full list is at the end of the RD

- An interest in on-line selling is advantageous, but training will be given.
- Basic IT skills.
- To have a knowledge or an understanding of brands and their target audience is advantageous, but training will be given.
- A good level of English grammar is required in order to describe items and respond to customers' messages.
- Ability to carry out tasks on your own, as well as within a team.

ADDITIONAL REQUIREMENTS OF THE VOLUNTEER

CONFIDENTIALITY/DATA PROTECTION/INFORMATION GOVERNANCE: volunteers need to maintain confidentiality, security and integrity of information relating to patients, staff, other volunteers; and other hospice matters, during the course of their duty. This will include legislation and hospice policies and procedures the Care Quality Commission expect to see adhered to when they inspect the hospice services.

EQUALITY & DIVERSITY: The hospice is committed to the development of positive policies to promote equal opportunity and value diversity within the organisation; and has a clear commitment to equal opportunities. Whilst, all employees have a responsibility to ensure that they understand the standards expected and that they promote and adhere to the equal opportunity measures adopted by the hospice, volunteers are also expected to adhere to the hospice's policy on equality and diversity.

FIRE/HEALTH AND SAFETY: All volunteers must adhere to the hospice policy covering Fire and H&S and be guided by staff when elements of Fire and H&S are made aware to them. All staff and volunteers have a responsibility for fire, health and safety, whether in a supervisory capacity or not.

HOSPICE IDENTITY BADGES: Hospice ID badges, internal and external, when provided, must be worn at all times whilst on duty.

SMOKING: The hospice acknowledges its responsibility to provide a safe, smoke free environment, for its employees, volunteers, service users and visitors. Smoking is therefore not permitted at any point whilst on duty; and volunteers will make use of the same smoking area available to staff.

TRAINING: All volunteers, when starting, complete a number of short topics, which are 'mandatory' subjects. There will also be induction training within the department where volunteering. Training topics are viewed through eLearning, but hard copies of the topics can be made available to any volunteers who do not

have access to a computer. Other training opportunities will be explained by the volunteer's supervisor from time to time.

PERSON SPECIFICATION

E = ESSENTIAL	D = DESIRABLE
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Hospice Values	E	D
Supportive - The ability to listen to and value peoples' experience and use them to give the personal support that is right for everyone.	E	
Compassionate - The ability to be kind and treat everyone we meet with care and compassion. The ability to be friendly and put people at the heart of our actions and words, supporting people's choices and decisions, helping them to feel safe, secure and valued.	E	
Inclusive and Respectful - The ability to be open and transparent and value each person's individuality. To be able to show respect for everyone and value diversity. To be mindful that our different experiences and knowledge make us stronger and together we achieve more.	E	
Professional - The ability to do your best, in providing the appropriate care and expertise to those who need us and support us.	E	
Always Learning - The ability to be open and outward looking, always ready to adapt and change, looking for better ways of doing things, by learning from each other and from the ever changing world around us.	E	
Education & Training		
Good level of general education including English and <input type="checkbox"/> Mathematics.	E	
<input type="checkbox"/> Good standard of English literacy, spelling and grammar.	E	
Skills/Abilities/Knowledge		
<input type="checkbox"/> Basic IT skills.	E	
<input type="checkbox"/> Good verbal and written communication skills.	E	
<input type="checkbox"/> Knowledge of ebay.		D
<input type="checkbox"/> Ability to communicate effectively at all levels.	E	
<input type="checkbox"/> Ability to work under supervision, and independently, as appropriate.	E	
<input type="checkbox"/> Knowledge of photo editing software.		D
Experience		

<input type="checkbox"/> Experience of listing items in an on-line retail environment		D
<input type="checkbox"/> Knowledge of antiques, collectables, vintage, books, designer goods and current market trends.		D
Other Requirements		
<input type="checkbox"/> Reliable with good time management skills, able to work calmly under pressure.	E	
<input type="checkbox"/> Good interpersonal skills.	E	

Please note that this role description is a guide to the duties that make up the role. It may be necessary for a supervisor/line manager to review, in consultation with their manager, elements that need to be changed in the light of changing circumstances and/or the changing needs of the Hospice; and the Board of Trustees. In such cases the volunteer will be fully consulted with

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