

RETAIL: SPECIAL INTEREST ITEM RESEARCHER VOLUNTEER

ROLE BRIEF



WHY VOLUNTEERING WITH NORTH DEVON HOSPICE IS AWESOME:

Time is the most precious thing you can give, and you want to make sure it makes a difference. By giving your time as a volunteer for North Devon Hospice, we guarantee you will be having a positive impact on someone's life, when it matters most.

In this role, you will be working in our busy eCommerce department at our retail centre in Barnstaple, alongside other volunteers and staff that bring their own unique skills and experience to our ever-growing department.

THE AIM OF THE ROLE:

This role you will help us showcase some of the wonderful items donated to North Devon Hospice by researching gems and helping us uncover their true value, giving them a new lease of life all while raising vital funds for our care services.

WHAT'S INVOLVED?

- Researching donated items using online tools like Google, eBay, and specialist websites
- Identifying potential value and uniqueness of items such as rare books, coins, or records
- Handling items with care and respect
- Following our internal guidelines for research and documentation
- Working closely with the warehouse and online teams to prioritize items



WHAT YOU'LL NEED:

- Interest and knowledge in vintage or collectible items (books, coins, vinyl, etc.)
- Basic computer skills and confidence using the internet
- Physical ability to stand and move items during your shift
- A curious mind and attention to detail
- Willingness to follow training and guidelines
- A friendly, can-do attitude

WHAT THE HOSPICE OFFERS:

- A safe, welcoming, and supportive environment
- An induction and ongoing training to support you in your role
- An insight into palliative care and the opportunity to support people at a difficult time in their lives
- The opportunity of being part of a dedicated and friendly team
- The opportunity to meet new people
- Regular events throughout the year to meet other volunteers across the organisation and for us to thank you for your contribution
- Reward and Recognition scheme to celebrate your length of service with NDH
- The knowledge you are directly contributing to the care and support offered to our patients and their families we care for

WHAT YOU CAN OFFER US:

- Your expertise in a specialist area e.g. collectibles, antiques, books, coins, vinyl
- An ability to work as part of a team
- A friendly and approachable manner
- Confidence communicating with a wide variety of people from all backgrounds
- A willingness to undertake training and to follow NDH policies and guidelines
- An agreement to follow all health & safety measures
- An adaptability to changing trends and requirements and a proactive approach to your role

