

RETAIL ECOMMERCE PACKING VOLUNTEER

ROLE BRIEF



WHY VOLUNTEERING WITH NORTH DEVON HOSPICE IS AWESOME:

Time is the most precious thing you can give. 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.

You might volunteer in a team working directly with the patients and families we care for, or with our support teams who help make that care possible. Either way, you will making sure that someone facing a life-limiting illness like cancer does not have to face it alone. Thank you.

THE AIM OF THE ROLE:

We are committed to offering high-quality, pre-loved items through sustainable retail. Our goal is to maximise income from all retail activities to support North Devon Hospice, by identifying and making the most of current trends. We sell across multiple online platforms worldwide and are seeking volunteers to assist at various stages of the donation journey.

WHAT'S INVOLVED:

- Carefully packaging items that have been sold online, ensuring they are secure and protected to prevent any damage during transit
 - Selecting appropriate packaging materials based on the size, weight, and fragility of items
 - Labelling parcels accurately and preparing them for dispatch
 - Assisting with sorting and organising sold items ready for shipping
1. Conducting basic quality checks before packaging to ensure items meet sale standards
- Supporting stock organisation and maintaining a tidy workspace

WHAT THE HOSPICE OFFERS:

- A safe, welcoming, and supportive environment
- An induction and ongoing training to support you in your role



- 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:

- An ability to work as part of a team in a busy environment
- A friendly, approachable, and non-judgemental manner
- Confidence communicating with a wide variety of people from all backgrounds
- Be able to maintain confidentiality and have an awareness of maintaining boundaries
- A willingness to undertake training and to follow NDH policies and guidelines
- An agreement to follow all safety & infection control measures
- An adaptability to changing trends and requirements and a proactive approach to your role

