

Volunteer Electronic Donations Tester

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 be 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 all about high quality, pre-loved and sustainable retail. Our aim is to maximise income from all our retail activities to raise funds for North Devon Hospice by spotting and exploiting trends. We sell on multiple online platforms worldwide and we are looking for volunteers to help us in various stages throughout the donation journey.

WHAT'S INVOLVED?

- Testing donated electrical items to ensure they function as intended whilst wiping any personal data from them, before they are listed for sale on our online platforms - for example; mobile phones, DVD players, gaming systems etc.
- Items will already be safety PAT tested and no specific electrician skills will be required.
- All roles will be subject to guidelines and full training will be given
- Assisting staff where directed and always maintaining a clean and safe environment
- Acting as an ambassador for the hospice at all times.
- Undertaking any other tasks as requested or appropriate within the nature of the role.

A taster session will be arranged to ensure you understand what your role would entail.



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:

- An ability to work as part of a team in a busy environment
- A friendly, approachable and non-judgemental manner with a good attention to detail
- Confidence handling cash/payment cards and processing sales through an electronic till
- Be able to maintain confidentiality and have an awareness of maintaining boundaries
- Good communication skills & an ability to relate to people from all backgrounds
- Previous retail experience is desirable
- A willingness to undertake training and to follow NDH policies and guidelines
- An agreement to follow all safety and infection control measures
- An adaptability to changing trends and requirements

