

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

We are part of a community where we treasure lives and everyone is supported to live well and die well.

OUR VALUES

Caring: We put care, compassion and dignity at the heart of everything we do.

Aspiring: We are passionate about delivering high quality, personalised services.

Responsible: We are a responsible organisation that people can trust.

Empowering: We support and enable people to make the choices that matter to them.

PURPOSE OF THIS VOLUNTEER ROLE

To support Willow Burn Boutique's growing online retail operation by creating content, photographing stock and listing donated items on online selling platforms. The role helps generate vital funds for Willow Burn Hospice whilst providing volunteers with valuable experience in social media, e-commerce and digital retail.

POINT OF CONTACT

Boutique Manager

TASK DESCRIPTION

- Work with the Boutique Manager to create engaging social media content that promotes Willow Burn Boutique and encourages shoppers to visit online and in-store.

- Photograph donated items for sale on online platforms including eBay and Vinted.
- Create accurate and engaging online listings.
- Assist with monitoring and updating online sales platforms.
- Help package and dispatch sold items to customers.
- Support the sorting, pricing and preparation of donated stock for online sale.
- Maintain organised and tidy stock storage areas.
- Work as part of a team to deliver an excellent customer experience both online and in-store.
- Promote Willow Burn Hospice's mission and values through digital channels and online retail activities.

PERSONAL SPECIFICATION FOR GARDENER VOLUNTEERS

- Interest in social media, online selling or digital marketing.
- Good written communication and attention to detail.
- Comfortable using smartphones, tablets or computers.
- Excellent customer service skills.
- Ability to work independently and as part of a team.
- Positive attitude and willingness to learn.
- Good sense of humour.
- Understanding and appreciation of equality, diversity and inclusion.

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.