

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 assist the E-Commerce Co-Ordinator to promote online and retail stock on social media, to sort and record stock for sale on the online shops whilst delivering the highest level of customer service

POINT OF CONTACT

E-Commerce Co-Ordinator

TASK DESCRIPTION

- Work with the E-Commerce Co-Ordinator to create social media and website content about charity retail, to encourage new shoppers online and in the charity shops.
- Sign in and out in main building before and on completion of work
- Assist with uploading of items to online shops.
- Assist in the packing and posting of products that have been sold on the website

- Assist the E-Commerce Co-Ordinator in sorting new and rotating old stock.
- Ensure the online retail storage area is clean and tidy which may involve hoovering, dusting and cleaning/washing dishes
- Work as part of a team to ensure the smooth running of the online shop and an excellent experience for Willow Burn customers.

PERSONAL SPECIFICATION FOR GARDENER VOLUNTEERS

- Person Specification
- Excellent customer service skills
- Good communication skills
- Team player
- Ability to carry out tasks to specific standards
- Self-awareness and able to use initiative
- Good sense of humour
- Good understanding of equality and diversity

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.