



St Elizabeth Hospice

Volunteer Role Description

Role: Retail Furniture Admin Assistant
Location: Martlesham Retail Centre
Staff Member Link: Agi Ankner

Purpose of Role and Service

To organise collections and deliveries of furniture in support of the furniture shops

Key Activities

- To have an understanding of Gift Aid and promote to customers
- To arrange via telephone bookings for collections and deliveries
- Liaise with van drivers, Distribution centres and shops

Organisational Responsibilities

- To work within the policies of the hospice and act within Care Standards at all times
- To uphold the hospice and individual team values at all times
- To ensure effective use of resources
- To participate in the hospice education programme and attend training courses as required
- To respect at all times the confidentiality of information covering patients, staff and volunteers
- To play an active part in the development and maintenance of good relationships with all who have business with the hospice
- Generally, to contribute towards ensuring a safe environment for all persons on the premises
- Because of the special nature of the hospice and its work you may on occasion be asked to undertake other duties to help maintain our high standard of care

Volunteers are required to respond positively to all reasonable instructions given by Link Members or other members of hospice staff. While volunteer suggestions and opinions are always welcomed, the responsibility for operational and strategic decisions lies with the hospice management.

Personal Qualities

Attributes	Essential/Desirable	Qualification and training to be provided
Skills and Abilities	E - Good telephone manner	
Knowledge and Experience	E - Office and admin duties E - Microsoft Office	
Attitudes and Values	E - Organised	
Qualifications and Training		Health & Safety, Fire, Manual Handling, GDPR, Equality, Diversity and Human Rights, Safeguarding, Conflict Resolution and Gift Aid