



# St Elizabeth Hospice

## Volunteer Role Description

**Role:** Postage and Packaging Volunteer

**Location:** Holywells or Martlesham Retail Centres / Bramford Road / Heath Road

**Staff Member Link:** E-Commerce Manager

### Purpose of Role and Service

To assist the E-Commerce Manager with the operation of E-Commerce, including eBay, Amazon and other online retail outlets.

### Key Activities

- To familiarise yourself with the practises of the hospice and the Retail Centre.
- To undertake training as required.
- To assist with packing and shipping of sold items to a high standard.
- To advise on supplies of packaging materials to the management team.
- To answer customer queries in a timely manner, online, in person or by mail whilst promoting a high standard of customer service.
- To keep high standards of organisation and tidiness.

### 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.
- To promote the hospice Philosophy of Care towards patients, relatives and visitors.
- 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 your line manager 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
<b>Skills and Abilities</b>	E - Good Teamwork and Communication D - Good IT skills	
<b>Knowledge and Experience</b>	D - Administration experience	
<b>Attitudes and Values</b>	E - Organised & professional	
<b>Qualifications and Training</b>		ELfH Modules - Roles and Responsibilities  Communications (Customer Service)

		<p>Conflict Resolution (inc Lone working)</p> <p>Health, Safety and Infection Prevention and Control</p> <p>Data Security Awareness (GDPR)</p> <p>Moving and Assisting (Moving and Handling things)</p> <p>Fire Safety</p> <p>Equality, Diversity &amp; Human Rights</p> <p>Safeguarding Adults</p> <p>Bluestream modules - Display Screen Equipment</p> <p>Other - Gift Aid</p>
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