



St Elizabeth Hospice

Volunteer Role Description

Role: E-Commerce 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 the sorting, online investigating and listing of donations on to various online platforms
- To assist with packing and shipping of sold items to a high standard
- To answer customer queries in a timely fashion, online, in person or by mail
- To keep high standards of organisation and tidiness
- To assist with the inputting of data on to spreadsheets and other IT requirements

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 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 Teamwork and Communication D - Good IT skills	
Knowledge and Experience	D - Administration experience	
Attitudes and Values	E - Organised & professional	
Qualifications and Training		ELfH Modules - Health, Safety and Infection Prevention and Control Data Security Awareness (GDPR) Moving and Assisting (Moving and Handling things) Fire Safety Equality, Diversity & Human Rights Safeguarding Adults Bluestream modules - Display Screen Equipment Other - Gift Aid