

Ecommerce Volunteer

This is an exciting and creative role, ideal if you have an interest in photography, fashion or social media, whilst gaining some valuable work experience and helping to raise vital funds for Havens Hospices.

<p>Time Commitment</p>	<p>We are looking for a time commitment of 4 hours a week within your local Charity Shop. All our shops are open Monday – Saturday, with some also open on a Sunday.</p> <p>In addition, we are looking for a volunteer to work with our Online Sales Coordinator, above our Southchurch Charity Shop. We are looking for a time commitment of 4 hours a week on any of the days as follows:</p> <p>Monday – 9.30am - 2.30pm Tuesday – 9.30am - 5pm Thursday- 9.30am - 2.30pm Saturday- 9am – 5pm (as and when)</p>
<p>Location</p>	<p>Within our Charity Shops based in Benfleet, Canvey, Colchester, Collier Row, Grays, Hadleigh, Hornchurch, Rochford, Shoebury, and Witham</p> <p>The role working with our Online Sales Coordinator, is based above our Southchurch Charity Shop.</p>
<p>About Us</p>	<p>Havens Hospices provides palliative nursing and supportive care to adults and children living with complex or incurable conditions.</p> <p>Havens Hospices is committed to safeguarding patients and their families, visitors, staff and volunteers. The recruitment of all staff, volunteers and trustees is robust and follows principles for Safer Recruitment.</p> <p>Our Values</p> <ul style="list-style-type: none"> • Care and Compassion • Commitment • Community • Courage • Integrity
<p>Benefits of volunteering</p>	<ul style="list-style-type: none"> • Meet new people • Try something new • Be part of your local community

	<ul style="list-style-type: none"> • Learn a new skill or experience • Increase confidence and self esteem • Improve employment prospects • Be part of a team • Move towards making a career change • Use your skills to benefit others • Give you a purpose or routine • Training in a key industry skill <p>Evidence suggests that volunteering has a positive impact on your health and wellbeing.</p>
What we offer you	<ul style="list-style-type: none"> • Named Volunteer Coordinator to support you in your role • Induction and 'on the job' training as required • Volunteer Charter which demonstrates our commitment to volunteers • Agreed out of pocket travel expenses • Recognition in the form of thank you events • Certificate of volunteering (on request)
What the role involves	<ul style="list-style-type: none"> • Assisting the Shop Manager/Online Sales Coordinator with loading/posting items for ecommerce. <ul style="list-style-type: none"> ○ Researching the value of items on ecommerce ○ Photographing items ○ Listing items on ecommerce platforms ○ Packing items for dispatch – can involve heavy lifting • Any other reasonable duties designated by the Shop Manager/Online Sales Coordinator
Skills, experience and qualities required for the role	<ul style="list-style-type: none"> • Mobile and active as some moving of goods is required • Reliable and calm • Flexible and adaptable • Good communication skills • IT skills • Ecommerce knowledge and experience – eBay and Depop
Recruitment process	<ul style="list-style-type: none"> • Application form • Informal interview • ID verification • Two references • Recruitment paperwork • Training and induction
What we require from our volunteers	<ul style="list-style-type: none"> • Satisfactory recruitment checks • Respecting and adhering to the charity's Values

	<ul style="list-style-type: none"> • Following the guidelines, policies and procedures of the charity • Carrying out your role to the best of your ability, enthusiasm, and professionalism • Being reliable and committed, giving as much notice as possible if you are unable to attend your shift • Participating in training deemed relevant for your volunteer role, within the agreed timeframes • Maintaining confidentiality of charity information and adhering to GDPR (data protection) regulations
Volunteer Services Team contact details	<p>01702 426237 volunteering@havenshospices.org.uk www.havenshospices.org.uk/volunteering</p>

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