st michael's hospice

# E-Commerce Operations Support

**Volunteer Role Description**

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|---|---|
| ***Department:*** *Business /Retail* | ***Location:*** *Donation Centre* |
| ***Responsible to:*** *E-commerce Manager* | ***Vol Type:*** *Standard* |
| ***Length of role:*** *Long term* | ***Context:*** *Non-people facing* |

**Availability:** TBC, but Mondays are preferable
**Frequency:** a minimum of one shift per week

**Outline of Role:**
With the world moving towards 'digital by default' as a means of buying goods, our online stores provide an alternative to those who prefer not to shop in store, or who want to access a greater variety of items online.

Based at our Donation Centre, you will be supporting our E-commerce team by locating sold items in our warehouse, and carefully packing and labelling them, ready to post out to their new owners.

**Role tasks may include:**

- Locating sold items for dispatch
- Packing items, following guidance on use of appropriate materials and methods, so that items arrive at their destination in good condition
- Movement of stock, as and when required
- Completing any relevant paperwork, as required
- Following any current Covid-safety measures

**Skills and Experience Required:**

- A reasonable level of physical fitness is required, as this is an active role which may involve lifting items and prolonged periods of standing, when assisting with dispatches
- Organised and able to maintain a safe and tidy workstation
- Able to complete task to a deadline, in order to enable post to be collected in a timely manner
- A good level of literacy

**Personal Qualities Required:**

- Able to carry out tasks on own initiative, but be willing to seek help when needed
- Willingness to follow instructions and guidance around safe and appropriate handling and packing of items
- Accuracy and attention to details
- Open to learning new skills and completion of any e-learning and additional training as required

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**Learning Needs:**
**Statutory**

| Training Module | Method | Renewal |
|---|---|---|
| ElFH: Data Security Awareness for Volunteers | e-learning *(30 mins)* | 3 years |
| Moving and Handling Level 1 | e-learning *(30 mins)* | 3 years |
| Fire Safety Level 1 | e-learning *(30 mins)* | 3 years |
| ELfH: Equality, Diversity & Inclusion for Volunteers | Volunteer Welcome Session or e-learning *(45 mins)* | 3 years |
| Health, Safety and Welfare | e-learning *(30 mins)* | 3 years |
| Hand Hygiene | Hand Hygiene Champion /role induction | One off |

**We anticipate that this learning will take between three and four hours depending on your level of experience in using online platforms. Support is available if you do not have access to a computer at home, or would like assistance in to complete the training. Please contact Voluntary Services for more information*

**Mandatory:**
Volunteer Welcome Session
Role Induction, including local Health & Safety requirements

**Departmental support:**
You will receive ongoing individual support as required, with a designated member of the e-commerce team.

**DBS Check:**
A DBS check is not required for this role

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|---|---|
| **Read and agreed by (print name)** | |
| **Signed** | |
| **Date** | |