

Volunteer Role Profile



St Peter & St James Hospice
Hospice care in the heart of Sussex

eBay Packer



Position	eBay Packer Volunteer
Department	Distribution Centre (DC)

VISION, MISSION AND VALUES

Our Vision

A community where people live and die well according to what matters most to them. Everyone affected by life-limiting illness has access to our expertise.

Our Mission

Providing the right care, in the right place, at the right time, to everyone who needs us.

Our Values

They are at the heart of our organisation and underpin all that we do. They define who we are, how we work, what we believe in and stand for.

- **Compassion** - We show everyone empathy, kindness and respect.
- **Integrity** - We do the right thing, no matter how challenging.
- **Accountability** - We take responsibility for our actions and outcomes.

“Providing the best possible care in the right place and at the right time to everyone who needs us”

- **Excellence** - We strive to be outstanding and aim to exceed expectations.
- **Inclusivity** - We welcome and respect everyone.

ROLE PURPOSE

The Distribution Centre (DC) is the hub for all donations to the hospice. It is a 12,000 sq foot warehouse where we sort all donations and distribute items to our retail shops. We also sell online via eBay and then package the sold items and send them on to the customer. We pride ourselves in getting the right product in the right place at the right time for the right price.

WHAT WILL I BE DOING?

- **Packaging Logistics** – packing items sold by the charity for safe transit to their destination.
- **Warehouse Maintenance** - keeping work areas clean and tidy and fully stocked. Flat packing boxes to follow health and safety guidelines.
- **Teamwork** – working alongside other volunteers to undertake training and pack items safely for postage.
- **Manual Handling** - moving boxes and items for sale around the DC.
- **Health and Safety** - working safely within Health and Safety regulations and adhering to manual handling guidelines.

WHAT SKILLS WILL I DEVELOP?

- **Communication** – you will be working as part of the online team distributing items out of the centre.
- **Attention to detail** – to pack fragile items
- **Warehouse maintenance**
- **IT skills** – you will receive full training to create and print labels
- **Confidence building** by working as part of a larger team

WHAT DO I NEED?

- Good physical fitness level

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- Initiative to pack sold items in an effective manner
- Be self-motivated, committed and reliable
- Be friendly and approachable

WHAT ELSE DO I NEED TO KNOW?

- We ask that you volunteer a minimum of 4 hours a week
- Please do not lift any heavy objects that you are not comfortable with
- Demonstrate hospice values
- Please note there is no available direct public transport to the DC

WHAT TRAINING MUST I DO?

- Mandatory training including Safeguarding, Fire Awareness, Health and Safety, Information Governance, Manual Handling
- Training alongside a buddy for an initial packing period of 2 shifts
- DC training including manual handling and health and safety
- Induction Training Day
- Face-to-face training when required
- Attend annual volunteer meeting/event

WHEN WILL I BE NEEDED?

A regular weekly 4-hour shift

Distribution Centre is open Mon-Fri 9am - 4pm

Shifts can be morning - 9.00 am-1 pm or afternoon 12pm -4pm

WHERE WILL I BE VOLUNTEERING?

St Peter and St James Distribution Centre

Albourne Road

Hurstpierpoint

West Sussex

BN6 9ES

WHO WILL BE MY SUPERVISOR?

Online Assistant Retail Manager, Distribution Centre

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