Volunteer Role Profile - Vinted Volunteer



Position	**Donation Sorter Volunteer**
Department	**Retail**

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 kindness, understanding and empathy in how we treat each other, delivering care that honours dignity
- **Collaboration** – We work together with excellence, inclusion and trust, encouraging diverse perspectives and building strong partnerships
- **Empowerment** – We foster a culture or autonomy, accountability and openness, enabling everyone to participate actively in decision-making

ROLE PURPOSE

Retail comprises the Distribution Centre (DC), our shops, online sales, and house clearances. The operation sells goods to generate money to support the work of our amazing organisation. You will be responsible for assessing the quality of the donations received and processing them accordingly, being sure to capture the Gift Aid that is worth so much to the hospice.

WHAT MIGHT I BE DOING?

- Sorting donated items to be sent for sale in shops or online
- Prioritising items with Gift Aid applied and working to associated processes
- Keeping work areas clean and tidy
- Handling and moving items, e.g. bags and boxes around the DC
- Working within Health & Safety regulations and associated policies
- Working as part of a team to support the retail operation

WHAT SKILLS WILL I DEVELOP?

- Working as part of a team and communicating effectively
- Identifying a wide range of sellable stock
- Developing knowledge of notable, collectible and high value items
- Building confidence
- Maintaining a positive attitude
- Understanding the importance of correct manual handling
- Being organised and working according to well-developed processes
- Maintaining a safe and efficient warehouse

WHAT DO I NEED?

- A basic knowledge of clothing brands
- A friendly and approachable manner
- A positive attitude
- Self-motivation, commitment and reliability
- Good physical fitness
- The ability to work at pace
- A team spirit
- Ability to take direction from your supervisor(s) and manager(s)

WHAT ELSE DO I NEED TO KNOW?

- We'd like you to commit to at least one shift per week
- You will have to embody the organisation's values
- There is no direct public transport to the DC
- Do not lift anything you are not comfortable handling
- Always respect confidentiality and act professionally when representing the hospice
- You will need to perform tasks accurately and efficiently

WHAT TRAINING WILL I DO?

- Develop an understanding of what products sell in our shops
- Manual handling and Health & Safety
- Mandatory e-learning including Safeguarding, Fire Awareness, Health & Safety, Information Governance, Manual Handling
- Induction Welcome Day
- Face-to-face training as required
- Volunteer meetings and engagement events

WHEN WILL I BE NEEDED?

- A weekly four-hour shift or more
- The DC is open Monday – Friday, 0930 – 1700

WHERE WILL I BE VOLUNTEERING?

The DC at Hurstpierpoint

WHO WILL BE MY SUPERVISOR?

The Retail Stock Supervisor and/or Distribution Centre Manager

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