# Volunteer Role Profile - Vinted Volunteer




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| **Position** | **Vinted 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. We have shops in Lewes, Haywards Heath, Uckfield, Lindfield and Burgess Hill and our DC and online sales operation are in Hurstpierpoint. In this role you will support new volunteers as they learn their role and offer support to those who may need a little more time and attention to feel confident and productive.

## WHAT MIGHT I BE DOING?

- Photographing items (mainly clothing) and uploading the images to Vinted
- Answering messages and enquiries sent via the platform
- Package items for shipping and take them to our nearest pick-up point (a six-minute walk from the DC)
- Offering outstanding service to customers and donors
- Ensuring Gift Aid is applied to sales and processed properly
- Complying with the organisation's policies

## 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?

- The ability and desire to offer excellent service standards
- Proficiency using a tablet or smart phone, with good levels of IT literacy
- 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
- Always respect confidentiality and act professionally when representing the hospice
- You will need to perform tasks accurately and efficiently

## WHAT TRAINING MUST I DO?

- Mandatory e-learning including Safeguarding, Fire Awareness, Health and Safety, Information Governance, Manual Handling
- Induction Welcome Day at the hospice
- Face-to-face training as required

## WHEN WILL I BE NEEDED?

A regular four-hour shift each week or more.

## WHERE WILL I BE VOLUNTEERING?

At our DC in Hurstpierpoint

## WHO WILL BE MY SUPERVISOR?

Online Retail Manager

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