# Volunteer Role Profile - Vinted Volunteer



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| **Position** | **eBay Packer 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. This role supports our online sales team by packing sold orders and generating courier labels.

## WHAT MIGHT I BE DOING?

- Packing sold eBay items for transit
- Generating courier labels using a computer
- Offering outstanding service to our customers and donors
- Complying with the organisation's policies

## WHAT SKILLS WILL I DEVELOP?

- Working as part of a team and communicating effectively
- 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 computer, 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

## WHAT TRAINING WILL 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

## 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"*