

Volunteer Online Retail Assistant – Role Description

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| Purpose of the Position | To help KEMP increase income from online sales. |
| Supervisor | Online Manager |
| Tasks Involved | <ul style="list-style-type: none"> ✚ Finding suitable items to list. ✚ Researching high value items. ✚ Photographing items. ✚ Accurate listing to include all necessary information. ✚ Storing listed items for easy retrieval. ✚ Working as part of the online team. ✚ Utilising specific knowledge e.g. cameras, collectables, games, consoles etc. ✚ Completing time sheets, recording your duties. |
| Duty Times | <ul style="list-style-type: none"> ✚ Generally a 3-4 hour morning or afternoon shift, but we can also accommodate as and when hours and may be possible to work from home |
| Desired Skills | <ul style="list-style-type: none"> ✚ Ability to describe items accurately and with good grammar and spelling. ✚ Willing to work as part of a team. ✚ Good organisational skills. ✚ Motivated to achieve high level of customer feedback. ✚ Willingness to learn new skills. |
| Benefits to Volunteers | <ul style="list-style-type: none"> ✚ Being part of a dedicated team ✚ A sense of fulfilment in providing a much needed service. ✚ Ongoing training and support. |
| General | <p>All KEMP Hospice employees and volunteers are required to:</p> <ul style="list-style-type: none"> ✚ Abide by the Health & Safety at Work Act. ✚ Respect confidentiality applying to all Hospice areas. ✚ Work within Hospice policies and procedures. ✚ Comply with the Hospice no smoking policy. ✚ Participate in and contribute to team meetings. ✚ Co-operate and liaise with colleagues. ✚ Always behave in a professional manner, reflecting and maintaining KEMP values as set out in the KEMP Way. ✚ Undertake mandatory training. |

“We are a great place to work and VOLUNTEER.”

KEMP Hospice Strategic Goal - Strategy 2024

Other requirements

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|---|
| Two references |
| A willingness to undertake mandatory training as applicable to the role |

Mandatory Training

| Volunteer Role | Health & Safety | Moving and Handling |
|-------------------------|-----------------------|---------------------------|
| Online Retail Assistant | ✓ | ✓ |

KEMP is very flexible when it comes to our volunteers. We aim to accommodate your preferred times and days to work around you. All we ask is that you let us know if you are unable to volunteer as planned.

Thank you for taking an interest in volunteering for KEMP - for more information please contact volunteering@kemphospice.org.uk or call 01562 756000.