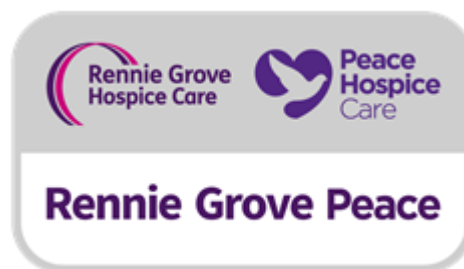


Ecommerce packer and/or dispatcher volunteer



Location:	Ecommerce hub, Bainbridge House, Berkhamsted, HP4 1EH
Time commitment:	Half to one day a week, Monday to Saturday

Rennie Grove Peace Hospice Care (RGP) vision

We will support people of all ages who are affected by a progressive life-limiting illness, and those who care for them, to live as well as possible by providing choice and ease of access to a wide range of palliative care and bereavement services across west Hertfordshire and Buckinghamshire.

Purpose of this role

Our packers make sure that every item purchased online is carefully wrapped and dispatched so that it reaches its final destination safely and securely. This is the final stage of the journey for our donated items and is a vital step in ensuring full customer satisfaction.

Our packing and dispatch volunteers work with the Ecommerce team based in our retail office. The team work together to source, list, pack and dispatch good quality donations. The money raised from the sale of these items helps fund patient care in your local community. We sell on online platforms, including eBay and Vinted, making the most out of every donation, and contribute to the recycling and reuse of pre-loved items, keeping them out of landfill.

We are a busy, and friendly retail team of staff and volunteers, working in a fast-moving environment to meet demanding deadlines.

Main tasks

As a packer:

- packing items sold via our online platforms safely and securely – we could be packing a huge variety of parcels – from guitars to thimbles

- using the correct packaging materials that are appropriate to the item; all our packing materials are recycled within our charity, and we strive to reduce, reuse, and recycle as much as we can.
- packing items quickly and safely – there is a large volume, and tight deadlines

As a dispatcher:

- following the guidelines around correct delivery methods
- using digital dispatching technology and a franking machine to ensure that packages are delivered to the correct customer in the most cost-efficient way

What are we looking for?

As a packer:

- someone with good attention to detail who is tidy, organised and methodical
- the ability to follow a clear packing process using a sustainable approach
- this is a physical role, involving packing items of all sizes, and working on your feet at a high work bench
- someone who is happy to work alongside our friendly team, but is also able to work by themselves to meet our demanding deadlines
- age 16+

As a dispatcher:

- someone with very good attention to detail – you will be using IT to accurately dispatch items to the correct customers, and will need to be mindful of customers' personal details
- someone who is happy to work alongside our friendly team, but is also able to work by themselves to meet our demanding deadlines
- age 16+

Training and support

- there will be a named line manager who will provide ongoing support
- there will be some mandatory training that you will need to complete at the start of your volunteering with us and then periodically afterwards as refresher training
- your line manager will organise training specific to your role

What you need to know

- you will complete a volunteer application form and we will need to see a form of ID before you get started
- we welcome everyone and will make reasonable adjustments should they be needed
- we will pay reasonable expenses incurred, should you wish to claim them

- we rely on the commitment of our volunteers to support our services, however we understand that you may sometimes need to take a break from your volunteering. When you are ready to return, your line manager will meet with you to talk about the role and make sure it is still right for you, and may ask you to complete some refresher training.

For more information please contact the volunteering team on 01923 330330 or 01727 731020, volunteers@renniegrovepeace.org