

Ecommerce specialist volunteer



Location:	Ecommerce hub, Bainbridge House, Berkhamsted, HP4 1EH Volunteers can also work remotely
Time commitment:	Flexible according to the time you have – ideally half a 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

We are donated a range of eclectic items and are looking for the help of specialists to help us list and value these items accurately for sale online. Areas of specialism could include jewellery, toys, technology, stamps, books, coins, cameras, timepieces, antiques and collectables, vintage clothing etc.

Our specialists volunteer 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

- researching and writing descriptions for donated items using a template
- advising on a starting price for the appropriate auction site
- restoring and repairing items for sale using specialist skills
- striving to maximise the income we receive for each item to support our patient care

What are we looking for?

- someone with knowledge of specialist items such as those listed above – a relevant qualification or professional experience would be really welcome
- an excellent standard of English and grammar
- someone who can follow a process accurately
- 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