

Retail and Trading warehouse support volunteer



Location:	Bainbridge House, Berkhamsted, HP4 1EH
Time commitment:	2 hours on Mondays from 12 noon onwards

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 Ecommerce 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. Any unsold items that have been sent from our shops to be listed on ebay need to be packed up and sent back so that they can be sold in the shop. We make sure that we make the most of every donation we are given, and so will rotate stock between the ecommerce hub and our shops to ensure items are sold at the best price.

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

Main tasks

- wrapping unsold ebay items securely for transportation to the shops
- making sure each item is correctly assigned to the right shop – we have 32 shops across our Bucks and Herts

What are we looking for?

- someone with great attention to detail
- ability to work in a tidy and orderly manner and follow a clear process
- happy to be on your feet in our warehouse

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 01727 731020 (Grove House, St Albans), or 01923 330330 (Peace Hospice, Watford), volunteers@renniegrovepeace.org