

# Volunteer Role Description



<b>Role Title</b>	eCommerce Despatch Volunteer
<b>Role Location</b>	eCommerce Hub – Church Street, Rugby
<b>Role Days/Hours</b>	Monday 10am-3pm (flexible hours)
<b>Responsible To</b>	eCommerce Manager

## The Myton Hospices – About us

At Myton we believe that everyone matters for every single moment of their life and that treating patients with dignity and respect is more important than meeting targets. We passionately believe that the final part of someone's life is as important as the beginning. We also know that making someone feel better is not just about medicine – sometimes holding someone's hand or taking the time to listen to their fears makes the greatest difference – if someone you love was dying isn't that what you would want for them?

In the last 12 months, we have worked with and supported over 1,500 patients and their families across Coventry and Warwickshire. This is in our hospices, via our patient and family support services and in the community through Myton at Home. We have to raise over £9.1 million to continue providing our care and can't do it without amazing people like you. Volunteers play a vital role in the services that we are able to offer – they are highly valued and we just couldn't operate without them!

Our Values:

- ✧ **One Myton**, one team, one goal – delivering holistic care
- ✧ **Professional** in all we do
- ✧ **Respect** and dignity for all
- ✧ **Value** every individual and ourselves

## The Volunteering Opportunity – How you can make a difference

In order to make the most of our donated goods, we currently sell them through the online retailer, eBay. Our online trading allows us to reach a wider customer base and achieve the best possible price for goods, therefore helping to raise more money for Myton.

We are looking for volunteers to help with the despatch and packing of the items sold on eBay. The items you wrap can range from delicate pottery or clothing to larger items such as guitars!

There is availability for this role on Monday's 10am-3pm, with varying hours between this time frame. This is a growing and busy department so your help will be invaluable!



The time that you give as a volunteer will make a huge difference...



## Key Duties – What your role could involve

This role requires careful wrapping of a wide range of items we sell through our online shops – eBay and others. It is a great opportunity to meet new people and improve your team working and business administration skills. Key tasks include:

- ✿ Picking sold items from the shelves and getting them ready to be despatched
- ✿ Selecting the correct size boxes/bags to wrap items
- ✿ Ensuring all parcels include a Thank You postcard promoting the work of Myton Hospices to the buyers
- ✿ Securely wrapping items using bubble wrap and packing for delicate items. We aim to reduce damage occurring during the delivery process
- ✿ Preparing postage labels using IT software – full training will be given
- ✿ Keeping track of postage materials stock levels and advising eCommerce Manager when stock is low

## Skills & Qualities – Will the role suit me? Yes, if you are...

- ✿ Basic computer skills and postal software knowledge desirable, or a willingness to learn about software's we use
- ✿ Experience of eBay or other online shops
- ✿ Competent in using printers/scanners
- ✿ Communication skills and ability to work well in a team
- ✿ Organisation skills
- ✿ Accurate working style
- ✿ Enthusiastic and cheerful, with a positive, professional attitude
- ✿ Reliable and punctual
- ✿ Respectful of others

## Benefits – What can Myton offer me as a volunteer?

- ✿ The opportunity to work as part of a welcoming, professional, and successful team
- ✿ The chance to make use of existing skills and develop new skills in online retail operations
- ✿ A reference that can be used for future employment
- ✿ Reimbursement of your travel expenses within the boundaries of Coventry & Warwickshire
- ✿ Discount in any of our charity shops on donated goods
- ✿ An opportunity to make a difference and support your local community



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