

Volunteer Role Profile

Role Title	Donation Centre Volunteer
Time commitment	<p>There is no minimum time requirement, so you do not need to commit to volunteering every day.</p> <p>On your application form please specify your availability. The volunteer shifts will be broken down to a morning or an afternoon shift (9am-1pm), (1pm-5pm) but might be subject to change.</p>
Point of contact	Donation Centre Manager
Location	Windsor House, Lodge Place, Sutton SM1 4AU
Why we need you?	To support the Donation Manager with receiving, sorting and preparing donations for collection by our drivers to deliver to our shops.
What will I be doing?	<ul style="list-style-type: none"> ➤ Supporting the Donation Centre Manager to ensure efficient use of donations. ➤ Sorting donations received from donors into categories, identifying items suitable for eBay. ➤ Storage of our seasonal stock of donations within the warehouse, placing in appropriate areas with correct labelling. ➤ As directed by the donation manager, pick, pack and prepare of stock to be sent to stores ➤ Labelling, pricing and steaming of goods as required. ➤ General housekeeping and cleaning duties ➤ Accepting and receiving donations from the public. ➤ Assisting in unloading and loading cars and vans. ➤ Undertake Gift Aid training and understand the value it can have to the Hospice. Keep good records and ensure that we maximise on the generosity of these donors. ➤ Deal with Donors in a professional manor maintaining the good will of the public and reputation of the hospice when they are donating.
What makes a good Donation Centre Volunteer?	<ul style="list-style-type: none"> ➤ Have an interest in the work of the Hospice and want to support your community. ➤ This is a physical role and you will need the ability to lift and carry sacks and boxes within the warehouse. ➤ Numerate with good communication skills. ➤ Be a team player with a FUN and flexible in approach.

	<ul style="list-style-type: none"> ➤ Be motivated, dedicated and have a willingness to learn. ➤ Ability to manage tasks. ➤ Be pleasant and professional. ➤ Good time keeping and the ability to reach deadlines is essential.
<p>Induction and Training</p>	<ul style="list-style-type: none"> ➤ Your induction and training will provide you with an opportunity to get to know the wider team and ensure you are familiar with the role and feel comfortable. ➤ The induction and training will lead straight into your first shift, which will give you a taster of what the role will entail. ➤ Prior to your shift you will be given a guidance document that will provide key information and our volunteer policies and procedures.
<p>What's in it for you?</p>	<ul style="list-style-type: none"> ➤ Lots of FUN & being part of a friendly team ➤ It will allow you to get involved in your local community and meet new friends. ➤ You will gain valuable experience such as: team work, communication and using your initiative. ➤ Boost your confidence and your CV for future jobs – we will provide you with a reference. ➤ We will reimburse reasonable out of pocket travel and parking expenses ➤ Provide lunch and other refreshments ➤ Provide a unique volunteer T-shirt
<p>What to do if you are interested</p>	<p>Please complete the registration form. If you are successful the volunteer lead will contact you for an informal discussion.</p> <p>If you have any further questions, please email retailvolunteering@straphaels.org.uk</p> <p style="text-align: center;">We look forward to hearing from you!</p>