

## Volunteer Role Description

### eBay Order Processing Volunteer

**Aim or goal of position:**

eBay is a great opportunity for the Hospice to sell all kinds of items online to generate funds enabling us to provide services for our patients. Being one of the biggest e-commerce platforms these days, it will give us more visibility as well for people to know about the work we do.

**Main responsibilities & suggested activities:**

- Attention to detail when processing orders
- To pack items sold in a safe way to avoid any damage to items on delivery
- To provide high standards of customer service to all who buy from us

**Skills / attributes and/or qualification(s) required:**

- One regular weekly shift (9am – 1pm) commitment
- A friendly and outgoing personality is essential
- Good problem-solving skills would be helpful
- Mandatory training: Moving and Handling – Inanimate Objects, Cyber Security and Fire Awareness

**Benefits to the volunteer:**

- Opportunity to work as part of a great team
- Gain confidence and friendship
- Satisfaction that you are contributing to Highland Hospice fundraising
- Opportunity to gain better knowledge on how eBay and other online selling websites operates.

**When:**

- One shift weekly commitment – Monday - Friday
- Set Shift times: Order Processing: 9:00 – 13:00

**Length of commitment sought:**

- Open ended, for as long as there is mutual benefit for Highland Hospice and the volunteer

**Training:**

- Cyber Security – Annually (1 hour)
- Moving and Handling – 2 Yearly (30 minutes)
- Fire Awareness – Annually (30 minutes)
- Role Induction
- Shadow training with team member

**Work site:**

- Highland Hospice Warehouse, 39-41 Harbour Road, Inverness IV1 1UA

**Start Date:**

- To be agreed upon completion of training.

**Role supervisor(s):**

Deputy Commerce Manager (Tourism and Online)

**For further information and application contact the Volunteer Office on 01463 227902 or email [volunteer@highlandhospice.org.uk](mailto:volunteer@highlandhospice.org.uk)**

**You can apply online at: Apply Online**

**<https://highlandhospice.org/how-you-can-help> Volunteering section.**