



## Volunteer Role Description

**Role:** eCommerce Assistant

**Location:** 9/10 Reform Road, Maidenhead

**Hours:** Varied, eCommerce office open Monday to Friday 9am to 5pm

**Length of commitment:** Flexible

**Volunteer Manager:** Julie-Ann Chapman, Retail eCommerce Manager

## Purpose of role

To assist in the day to day running of the eCommerce shop to help Thames Hospice generate the income to provide services and care to patients with life limiting illness and to support their families and carers

## Main tasks

- Creating listings on our online shop
- Photographing and merchandising items
- Customer service skills including dealing with questions and queries
- Maintaining a clean and safe working environment
- Working with other teams on site
- Packing and posting customer parcels

## Training and Support

- Full induction and ongoing training will be provided to ensure you feel confident in the role
- Mandatory annual Health and Safety Training will be provided

## Special conditions

- Over school leaving age (16+)

## Knowledge, skills and abilities required

- Good IT skills
- An interest in online sales and visual merchandising would be useful but not essential
- The ability to work as part of a team

## Thames Hospice Values

*Compassion, Ambition, Respect, Excellence*

Thames Hospice is committed to being an equal opportunities organisation; to promoting equal opportunities and preventing discrimination. Thames Hospice is also committed to safeguarding and promoting the welfare of all service users, volunteers and staff and expects all volunteers and staff to share this commitment.

Thames Hospice, Windsor Road, Bray, SL6 2DN

Call 01753 842121

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