

Position Description

Role: RETAIL ONLINE VOLUNTEER

Department: Retail Stores

Date: December 2021

This job description is designed to give an indication of the types of work and performance expected of the job holder. It does not provide an exhaustive list of duties or performance standards, and the job holder agrees to undertake any other tasks that are consistent with the position and with the provisions of quality service to Mary Potter Hospice patients and their families and whānau. In order to meet the changing needs of Mary Potter Hospice, this job description may require change from time to time.

Overview of the role

The Retail Online Volunteer is responsible for running online auctions to offer an alternative way of shopping for our customers. As one of the major fundraising projects it is offering the public to shop in the Trade Me marketplace. All money raised goes towards keeping the Hospice services free to all our patients and whanau in our community

Scope

Reports to: Online Trading Manager

Location: **Newlands**

Hours of work: Works regular rostered shifts (ideally totalling 3-6 hours per week) as agreed with the Online Trading Manager.

Key Competencies

- Excellent on-line and verbal communication skills
- Excellent Customer Service skills
- A passion for sales
- Excellent time management and organisational skills
- Good computer skills – including Fire Fox web browser & MS Outlook for emails
- An interest in fashion trends and brands would be helpful
- Although not essential, experience using Trade Me would be an advantage

Key Tasks

- Manage inventory ensuring proper selection, organisation and tracking of donated items
- Ensure proper preparation for sale of items (including ensuring electrical testing is completed prior to listing if required).
- Prepare stock for online sales including provision of accurate, well presented descriptions of items including photographs. Research items as required
- Contribute towards a positive online experience for buyers and prospective buyers by responding in a timely and positive manner
- Package and dispatch sold items as required
- Efficient use of resources including camera, computer, stationery etc.
- Assist with general housekeeping as required

Health and Safety *(all roles have a H&S component, some more detailed than others. The tasks here are the minimum expected of all roles)*

- Practise within Mary Potter Hospice health and safety policies and procedures outlined in the Health and Safety Policy Manual
- Report all identified hazards, incidents (including near-misses) and accidents
- Participate in mandatory health and safety training as required.

Outputs

- Online sales are presented in an attractive and appealing manner to grow customer awareness and sales
- MPH Trade Me items are considered excellent value for money and customers are retained and grown
- Customers provide positive feedback to their Trade Me sales experience

Outcomes

- Online shopping exceeds targets set and maintains and grows sales
- MPH Online Retail is known as the place to shop for good quality used goods
- Mary Potter Hospice is a safe and healthy place to work.

Person Specification

- Experience in Retail is helpful but not essential
- Willing to help customers to achieve their requirements
- Pride in giving excellent customer service
- Have some creative skills
- Understanding on-line market place
- Knowledge of office-based B2C e-commerce operation. Although training will be given

Signed: Date:
(Job Holder)

Signed: Date:
(Director)

Job Description Appendix

The values of the Venerable Mary Potter and the vision of Dame Cecily Saunders are deeply held by Mary Potter Hospice staff and volunteers and underpin all the work we do.



Our values

- Mana/Respect
- Aroha/Compassion
- Rangatiratanga/Dignity
- Manaakitanga/Hospitality
- Kaitiakitanga/Stewardship

Our vision

That people in our communities who need palliative care have access to compassionate and quality care, when and where they need it.

Our approach

Taking a whole person approach, we will provide and promote high quality specialist palliative care, grief support, education and care planning services. Working alongside our health partners, we aim to make a difference in the communities we serve.

