

# Volunteer Role Description



Registered Charity No: 295297

<b>Position Title</b>	eBay Researcher & Marketing Assistant
<b>Location</b>	Distribution Centre, Unit 18 Green Lane Three Letchworth Hertfordshire SG6 1HP
<b>Department</b>	Trading
<b>Time Commitment</b>	Various

<b>Role Description</b>	As an eBay researcher you will be helping to raise the funds needed to provide care to local people when they need it most. Your role is to support the eBay Coordinators researching items and providing excellent customer service and going the extra mile to ensure that our eBay department is as successful as possible.
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<b>Key Responsibilities</b>	<ul style="list-style-type: none"> <li>➤ Researching items submitted for eBay sales via books and internet</li> <li>➤ Photographing and accurately listing items on eBay</li> <li>➤ Ensuring all financial transactions are carried out correctly</li> <li>➤ Assisting with the storage of items within the warehouse</li> <li>➤ Assisting with packaging and postage of sold items</li> <li>➤ Assisting with general housekeeping</li> </ul>
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<b>Skills, Qualities and Experience</b>	<ul style="list-style-type: none"> <li>➤ Aged 16 and over</li> </ul> <p><b>Skills</b> Computer literacy and confident internet usage are essential</p> <ul style="list-style-type: none"> <li>➤ Accurate language skills; spelling and grammar</li> <li>➤ Attention to detail</li> <li>➤ Inquisitive</li> </ul> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>➤ eBay or internet sales experience are not required as training will be provided</li> </ul> <p><b>Interests</b></p> <ul style="list-style-type: none"> <li>➤ An interest in retro, design, antiques or collectables (not essential)</li> </ul>
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<b>Benefits to you</b>	<ul style="list-style-type: none"> <li>➤ the opportunity to develop new skills and receive ongoing support and training, as well as having a great time and knowing that you are making an important contribution to Garden House Hospice Care</li> </ul>
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**MEET NEW PEOPLE**

**GIVE BACK TO COMMUNITY**

**USE YOUR SKILLS**

**FEEL VALUED**

**HAVE SOME FUN!**

**REWARDING**

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<b>Training</b>	<ul style="list-style-type: none"><li>➤ Induction</li><li>➤ In-role training</li><li>➤ Health and Safety</li><li>➤ Manual Handling</li></ul>
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<b>Supervising Staff Member</b>	Alison Barnes
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<b>Supervisor's Contact Details</b>	alison.barnes@ghhospicecare.org.uk
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<b>Voluntary Services Contact Details</b>	Email <a href="mailto:volunteers@ghhospicecare.org.uk">volunteers@ghhospicecare.org.uk</a> Tel: 01462 679540 (HR and Voluntary Services)
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<b>Additional Comments</b>
Our trading arm raises much needed funds to keep the hospice running, typically contributing around one-third of the running costs of the hospice. By volunteering with our trading team, you are making a direct and important contribution to your local hospice.

<b>About Garden House Hospice</b>
Garden House Hospice Care provides a wide range of services for patients, their carers, and families facing a life limiting illness.  Free specialist palliative care is provided for over 500 adults a year living with advanced cancer, motor neurone disease or other life limiting illness in our community of 230,000 people in North Hertfordshire, Stevenage, Royston and surrounding villages.  Our Values: *We are one team, with a shared vision *We place the patient & carer at the heart of everything we do *We respect everyone *We strive to continually learn and improve *We take pride in delivering a high-quality service *We take inspiration from our community.

Bus Route services to the distribution centre 98 service from Hitchin and 55 from Stevenage stop nearby- about 5 to 10 minutes' walk away to LGC stops nearby. Approximately a 20-minute walk from Letchworth GC Railway station and town centre
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For more information and an application form, please contact Volunteer Services:

**Garden House Hospice Care**  
Gillison Close, Letchworth Garden City, Herts, SG6 1QU  
Telephone : 01462 679540

volunteers@ghhospicecare.org.uk  
<https://www.ghhospicecare.org.uk>

Also see, <https://www.ghhospicecare.org.uk/volunteers/why-volunteer>

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