

VOLUNTEER ROLE DESCRIPTION

Role Title	Volunteer New Goods Assistant
Department/Shop	New Goods
Location	19A The Westside Centre, London Rd, Stanway CO3 8PH
Reporting To	New Goods Coordinator

Volunteering at St Helena

We ask that all volunteers are sympathetic to and be able to project the philosophy, vision and values of St Helena.

The benefits of being a St Helena volunteer include:

- The opportunity to develop new and existing skills and gain experience in the workplace
- The opportunity to make new friends with your peers and local communities
- The satisfaction of knowing you are making a difference to people facing incurable illness or bereavement
- Full support of a specified line manager within a dedicated team
- Volunteering has been proven to help improve mental health and wellbeing and is therapeutic by keeping you active
- Regular news and updates about what's happening at St Helena, so you feel part of the team
- Gives you a sense of purpose – the feel-good factor!

Role summary

To assist with the picking, packing and despatching of New Goods orders to all St Helena shops, via the Donation Centre delivery operation.

Main duties of the role

- Assist with the picking and packing of New Goods stock, preparing it for pick-up via the Donation Centre delivery drivers
- Assist with the unpacking of goods from outside suppliers
- Assist with stock takes and spot checks
- Use a computerised stock management system to maintain accurate weekly and monthly stock reports
- Assist with keeping the stock room tidy and clean
- Managing and reporting damaged stock according to company procedures
- Ad hoc printing, laminating etc when required
- Work as part of a small but busy team.

Training & supervision

- Online training is mandatory to include H&S, Cyber Security and DSE
- Undertake training in the use of our internal stock management system to support daily tasks and stock reporting.

Experience & qualifications required

- Computer literate with basic Word and Excel skills
- Willing to learn new stock management systems

Personal attributes

- Organised and attentive to detail
- Accurate record keeping.
- Accurate word-processing, data entry
- Effective verbal and written communication skills
- Personable and approachable
- Reliable, trustworthy and flexible to meet the demands of the business
- Ability to perform manual handling tasks
- Passionate about St Helena