Role Description

1.	ROLE TITLE: Volunteer Product Listing Preparation Assistant REPORTS TO: E-Commerce Development Manager DEPARTMENT: Retail PLACE OF WORK: Dove House Hospice VERSION DATE: August 2026 REVIEW DATE: August 2029
2.	VISION: Dove House Hospice supports patients with life limiting illnesses to live every moment. It is our vision to provide a sustainable, comfortable and caring environment in which to offer exceptional, specialist palliative care to patients, carers and their families. All roles throughout our organisation contribute to making this vision a reality for those living in Hull and the East Riding of Yorkshire who rely on us to provide the care that is right for them, in the place of their choice.
3.	ROLE PURPOSE: The Volunteer Product Listing Preparation Assistant supports the E-Commerce team by preparing donated items for sale across online platforms. Working closely with Online Sales Assistants and the wider E-Commerce team, the role helps maximise sales opportunities by ensuring products are photographed, recorded and prepared to a high standard prior to listing. The role contributes to generating vital income for Dove House Hospice by helping to increase the quality, accuracy and volume of items available for sale through the charity's online retail channels. Skills & Qualities Needed: • Good attention to detail. • Basic IT skills and confidence using digital systems. • Good communication and teamwork skills. • An interest in retail, photography or online selling. • Ability to work accurately and follow procedures. • Good organisational skills. • Positive, reliable and flexible approach to work. • Willingness to learn new skills and processes. • Capable of handling and moving items safely.
4.	MAIN RESPONSIBILITIES: 1. Product Preparation • Assist in preparing donated items for listing on online sales platforms. • Ensure products are presented attractively and accurately. • Support the E-Commerce team in meeting daily listing targets. • Help organise products awaiting listing. 2. Product Photography • Photograph donated items to a high standard, ensuring images clearly represent the product. • Capture multiple images where required to highlight key features and condition. • Follow agreed photography standards and procedures. • Help maximise sales potential through effective presentation of products.

	3. Team Support and Communication • Support the creation and preparation of product listings for online platforms. • Assist with entering and managing item information accurately. • Ensure products are allocated to the correct retail outlet or online platform where required. • Support colleagues with pre-listing activities and product information gathering. 4. Team Support and Communication • Work closely with the E-Commerce team and communicate any issues promptly. • Assist colleagues in achieving listing and sales objectives. • Contribute positively to a fast-paced and productive working environment. • Support other E-Commerce activities as required. 5. General Duties • Support colleagues across the E-Commerce and Retail teams as required. • Represent Dove House Hospice positively within the community. • Contribute to a positive and supportive team environment. • Undertake any other duties appropriate to the role and level of responsibility..
5.	PERSONAL DEVELOPMENT: • Work positively and professionally as part of the team. • Seek support or guidance when needed. • Communicate effectively with staff, volunteers, sellers, and visitors. • Be approachable, patient, and respectful in all interactions. • Maintain confidentiality where appropriate.
5.	GENERAL: • Act as an ambassador for Dove House Hospice, promoting our values and encouraging community support. • Support the organisation's "one team" approach by collaborating with colleagues across departments. • Ensure confidential handling of any sensitive information relating to staff, volunteers, or members of the public. • Comply with all relevant Dove House Hospice policies and procedures, revisiting them regularly to remain up to date.
6.	HEALTH & SAFETY: All employees have a duty of care towards themselves and others in relation to the Health and Safety at Work Act 1974. As such your duties will include: • Familiarising yourself with event specific safety procedures. • Following all health and safety instructions and guidelines. • Avoiding any actions that could endanger yourself or others. • Reporting hazards, unsafe conditions, or incidents immediately. • Undertaking any required training to support safe working practices.
7.	AGREED BY VOLUNTEER: — Print Name: Signed: Date: