Role Description

1.	ROLE TITLE: Volunteer Order Fulfilment 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 Order Fulfilment Assistant supports the E-Commerce team by ensuring customer orders are prepared, packaged and dispatched safely and efficiently. Working within the Retail Distribution Centre, the role helps maintain a high standard of customer service by ensuring items are packaged securely and ready for courier collection within required timescales. The role contributes to generating vital income for Dove House Hospice by supporting the smooth operation of the charity's online sales channels and helping to provide a positive experience for customers. Skills & Qualities Needed: • Good attention to detail. • Ability to work accurately and efficiently. • Good communication and teamwork skills. • Positive, reliable and flexible approach to work. • Ability to meet deadlines and manage workload effectively. • Willingness to learn new skills and follow procedures. • Basic organisational skills. • Commitment to maintaining a clean and safe working environment. • Capable of handling and moving items safely.
4.	MAIN RESPONSIBILITIES: 1. Order Fulfilment • Safely package customer orders ready for dispatch. • Ensure items are packaged appropriately to minimise the risk of damage during transit. • Prioritise urgent orders where required. • Prepare orders within agreed collection and dispatch timescales. 2. Packaging and Materials • Assist with locating and preparing suitable packaging materials. • Ensure packaging resources are used efficiently and responsibly. • Maintain adequate stock levels of packaging materials and report shortages to the appropriate colleague. • Support the organisation of packaging and dispatch areas.

	3. Team Support and Communication • Work closely with the E-Commerce team to ensure customer orders are processed efficiently. • Communicate any issues or concerns relating to customer orders promptly. • Assist colleagues with fulfilment tasks during busy periods. • Contribute positively to team objectives and daily targets. 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: