

Volunteer Role Description

Volunteer Role**Volunteer Manager****Where you will be based**
Torquay**Volunteer Pick & Dispatch Assistant****Nichola Thomas/Adam Kime****Rowcroft Teignmouth Road Warehouse,**

Role summary

We aim to make every day the best day possible for our patients and their families in South Devon. This is an exciting new opportunity to support our Online Team as we launch eBay Live. In this volunteer role, you'll help pack items that have sold through our eBay Live auctions, helping us deliver a great experience for customers while generating vital funds for the Hospice.

What You May Be Doing:

- Packing items that have sold through our eBay Live auctions
- Preparing sold items carefully for dispatch to customers
- Checking orders and matching items to packing information
- Labelling parcels and helping ensure orders are ready for collection or posting
- Supporting the Online Team to keep the pick and dispatch area organised and efficient
- Full training and support will be provided

This role will suit you if:

- You're organised and have good attention to detail
- You're friendly, reliable, and enjoy being part of a team
- You're happy working in a practical, hands-on role
- You're passionate about Rowcroft's mission and community spirit
- You can follow guidance and work accurately in a busy environment

This role could offer you the chance to meet new people and work as part of a supportive team, while making a meaningful contribution to a well-loved local charity. You'll gain valuable experience supporting an exciting new eBay Live venture, develop confidence and skills in packing, preparation and dispatch tasks, and build retail logistics experience that could benefit your current or future employment. Most importantly, you'll enjoy the satisfaction of knowing you've made a real difference to local families facing some of the hardest times in their lives, while supporting your local Hospice and community.

We welcome volunteers from all backgrounds and walks of life. Your time, skills, and kindness are what matter most.

All Rowcroft volunteers will be asked to

- Attend a Welcome Day to learn more about the hospice and where your role fits.
- Respect and uphold Rowcroft's values of: Honesty & Integrity; Generosity of Spirit; Respect; and being a Team Player.
- Act according to our policies, practices and procedures as shared during your induction and any updates.
- Complete any training and update sessions required for your role.