

ST OSWALD'S HOSPICE: VOLUNTEER TASK DESCRIPTION

VOLUNTEER TITLE: Re-styled Digital Volunteer

REPORTS TO: Re-styled Shop Manager
Retail Area Manager (Susan F)

Aim: To assist the Re-styled team with any digital related tasks helping to promote the shop, products and services via digital channels.

Main Tasks:

To assist the Re-styled team within our Retail function with tasks to support and promote the Re-styled shop. This will include tasks such as:

- Taking photographs and videos of products, building up a catalogue of stock images, editing them and then uploading them to our online platforms.
- Writing engaging copy to be used across a variety of communications channels which may include writing, researching and organising Re-styled's social media posts, creating shop listings and writing copy for each product.
- Helping to promote Re-styled workshops and events to the widest possible audience.
- Responding to enquiries from the general public which come through the email or social media inboxes.
- Undertaking any other relevant tasks and duties which relate to promoting Re-styled digitally and helping the team.
- Working more generally with the Communications and Marketing team to assist them with any Re-styled marketing related tasks.

Skills

- Good written and verbal communication skills.
- Good organisational skills and the ability, or desire to learn, how to manage multiple tasks at any one time.
- Good IT skills in particular a working knowledge of Microsoft Office and Adobe packages.
- Ability to write good quality, engaging written copy for internal and external use across a variety of communications channels.
- Able to promote good working relationships.

Personal Qualities

- Empathy with St Oswald's values, standards of behaviour and environment.
- Able to handle new experiences and situations.

- Able to understand the needs of different audiences and capable of presenting messages in an engaging way.
- Willing to learn and develop own skills.
- A proactive team player also capable of working autonomously.
- Self motivated.
- Creative.
- Attention to detail.

Essential Training

Attendance on Health and Safety training day and subsequent updates.
Attendance on Induction within 4 months of start date
Induction with Line Manager