

VOLUNTEER ROLE DESCRIPTION

VOLUNTEER TITLE: Admin Volunteer (Retail Collection Line)

VOLUNTEER LINK: Brenda Hodgson, Retail Services Manager

Aims:

To support the delivery of a friendly and efficient Collection Line service through administrative tasks.

When / Where:

Mondays or Tuesdays (times flexible between 9am and 4pm) - Kingston Park

Main Tasks:

- Respond to enquiries (via telephone and email) regarding collection of donated goods or house clearances
- Booking in collections (via IT system)
- Support with generalist administrative tasks

Skills and Experience:

Communication Skills – Ability to engage professionally and warmly with donors via phone and email.

Customer Service – Providing helpful and friendly assistance to enquirers.

IT Ability – Comfortable using computer systems, booking software, and email applications.

Organisational Skills – Efficiently managing and scheduling collections.

Attention to Detail – Ensuring accurate information is recorded when booking collections.

Additional Info:

This volunteer opportunity is available as part of our Volunteer to Career pathway which is ideal for individuals looking to start or transition into a career in Administration.

More information on Volunteer to Career is available at [Volunteer to Career | St Oswald's Hospice](#)

Personal Qualities:

- **Friendly and Approachable** – Able to engage warmly with donors and callers.
- **Patient and Understanding** – Handling enquiries with care and professionalism.
- **Reliable and Trustworthy** – Ensuring tasks are completed accurately and on time.
- **Detail-Oriented** – Paying close attention to booking details and donor information.
- **Clear Communicator** – Confident in speaking on the phone and writing emails.

VOLUNTEER ROLE DESCRIPTION

- **Willing to Learn** – Open to developing IT and admin skills if needed.
- **Identifies with St Oswald's Hospice Values and People Charter**
<https://www.stoswaldsuk.org/who-we-are/our-values-and-people-charter/>

Benefits:

- Volunteering at St Oswald's Hospice gives you the opportunity to make a difference to people at a difficult time in their lives and to support your local community.
- A chance to develop new skills, experiences and knowledge.
- A chance to meet new people and be part of a friendly team.
- Reimbursement of your travel expenses.
- The support of a Volunteer Link who is an experienced member of the team.
- Access to training and support provided to our Volunteer to Career volunteers.

Essential Processes/ Training (Internal Info):

- Recruitment Pathway *[Retail]*
- Minimum age *[16+]*
- DBS check required *[specify Enhanced Children/ Enhanced Children and Adults]*
- Health & Safety Training Online *[Retail]*
- Additional training specific to role
*[Gift Aid
Kudos]*
- Available on Volunteer to Career pathway *[Yes]*
- Smartcard Required *[No]*