

E-Commerce Volunteer

Volunteer Role Profile



Rainbows Wigston Charity Shop, LE18 1AD
or Rainbows Hospice LE11 2HS



Monday-Friday



Minimum 2 hours a week between 9am-5pm.



Must be over 16 years old



Retail Team

What will I need to do?

From donated treasures to exclusive Rainbows branded products, you'll be behind the scenes in one of our bustling e-commerce hubs showcasing the very best of our new and pre-loved goods online. Whether stationed at our Wigston shop or at the hospice, you will be researching, pricing, photographing, listing and posting a variety of items to keep them out of landfill and raise vital funds in supporting babies, children, young people and their families across the East Midlands.

Typical tasks the role could involve:

- **Perfect Packer:** Get hands-on with processing customer orders - selecting goods and packaging them with care and precision for their journey to their new homes.
- **Creative Assistant:** Channel your inner artist as you assist in capturing the essence of our merchandise through photography and captivating descriptions for auction sites like eBay and Depop. With a click of the shutter, transform ordinary items into attractive treasures that appeal to customers from afar!
- **Stock Searcher:** Dive into the treasure hunt of picking stock from donations, deliveries, and Rainbows merchandise, preparing them for our shops and events.
- **Inventory Master:** Keep our inventory in tip-top shape by assisting with stock checks, maintaining accurate records, and handling essential paperwork with flair.
- **Helpful Housekeeper:** Be a vital part of the team by helping to keep the donations storeroom organised whilst clearing the path for new treasures and ensuring a seamless flow of merchandise magic.

Will it suit me?

If you enjoy being hands-on, have a sharp eye for detail, thrive on keeping things organised, and enjoy being part of a dynamic team, then volunteering as a merchandiser is tailor-made for you. Dive into a role of variety and excitement where your skills can truly shine and make a huge difference raising vital funds for Rainbows.

How will my application be assessed?

Informal Interview: Following the return of a completed application form, you will be invited to speak with the Volunteering Team. This will enable both you and Rainbows to find out more about each other and discuss the role in more detail. There will also be the opportunity to do a trial shift to experience some of the activities to decide if it is something you want to get involved in.

References: As Rainbows is committed to ensuring the safeguarding and wellbeing of the people we work with; you will also be asked to provide two satisfactory character references to support your application.

What benefits and support will I receive?

- An induction and training, including a e-learning training package, to assist you in your role and comply with policies and procedures.
- Staff will be available at all times to provide support, advice and guidance.
- Meet new people and make new friends.
- Feel a sense of accomplishment through supporting the work of Rainbows in being there for babies, children, young people and their families across the East Midlands.

About Rainbows

Rainbows is the only hospice in the East Midlands dedicated to providing specialist health care and family support services for babies, children and young people with serious and terminal conditions.

Our volunteers are invaluable. They help us to deliver a vast range of services across the organisation, through helping either at the Hospice, externally at a range of events in the community or at one of our shops. The truth is we can't do our work without the help of our volunteers – together we bring more love, smiles and laughter to our children and families.

Our commitment to diversity and inclusion

We believe that everyone who works, engages and is supported by Rainbows should be valued and treated with dignity and respect. At Rainbows we strive to ensure we are there for everyone who needs us and maximise our reach by learning from the experiences of others, working across all communities and truly listening to a range of different voices.

Our values

At Rainbows, our values are evident in everything we say and do; they are what makes Rainbows so special. All volunteers should be aware of our values and strive to always uphold these values and behaviours.



Note: This role profile is not a job description and is not intended as a legally binding contract of employment with Rainbows. It is a role profile for a volunteering role, detailing the tasks we may ask of a volunteer, the skills and commitment we are looking for, and what a volunteer can expect in return for their generous offer of time.