



VOLUNTEER ROLE DESCRIPTION

VOLUNTEER TITLE: Admin Volunteer (Retail Collection Line)

VOLUNTEER LINK: Brenda Hodgson (Retail Services Administrator)

Aims:

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

When / Where:

Mondays to Fridays (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

Personal Qualities:

- Friendly and empathetic
- Clear communication skills
- Confident IT user
- Commitment to our values and standards of behaviour
<https://www.stoswaldsuk.org/who-we-are/our-vision-mission/our-values-standards-of-behaviour/>

Essential Processes/ Training (Internal Info):

- Mandatory Training (*Retail*)