**Volunteer Donations Hub Coordinator**

Gain skills and help raise vital funds by volunteering in your local community.

**Minimum time commitment:** 4 hours per week

**About your role**

Do you enjoy working in a fast-paced environment? Are you passionate about the sales industry, or do you have a love of shopping for or collecting vintage items? If so, the Vision Foundation is waiting to hear from you.

Based in our Donations and Online Sales Hub in West Norwood, you will be responsible for quality checking items to be sold in our shops and via our eBay community. This could be anything from on trend fashion pieces to rare and vintage items. You’ll make decisions about pricing and quality.

You don’t need any previous experience, as we believe everyone has something exciting to offer. You’ll gain valuable skills and plenty of confidence. You can try a bit of everything or specialise in key areas, such as:

**Garment Care:** Your role is designed to make the most out of each donation. You'll be responsible for hanging clothing and cleaning homewares, identifying rare or damaged items and if you're handy with a needle and thread, helping with basic repairs.

**Warehouse Operations:** Your role is essential in giving the best possible customer service. You'll be responsible for picking orders for stock which have been sent through from shops, packing them and sending them on their way to the shops’ customers. There is also the opportunity to help with the delivery of items of into shops, and to visit and assist the work of the dedicated shop teams.

All training will be given so that you’ll be able to work sorting and discovering wonderful, donated items. As well as sending items out to shops you may be asked from time to time to help with other tasks such as researching extra special items for our online shop.

We particularly welcome anyone who is passionate about sight loss, or who has lived experience of visual impairment.

**Where and when**

You will be based at our South London Donations Hub behind one of our seven charity shops in West Norwood. Supporting us for as little as four hours a week would have a huge impact on our work, but if you can spare more time that would help us even more. Let us know what hours and days suit you!

* Monday to Friday (No weekend shifts)
* We cannot offer remote working
* Chat to us about the hours and days that suit you.

**Skills needed**

You don’t need special skills or experience to volunteer; a positive attitude and a friendly approach to chatting with other people goes a long way. We welcome anyone who is interested in retail and sustainable fashion, passionate about sight loss and supporting a charity, wants to learn something new, or is keen to meet people.

**Skills you’ll gain**

* Organisational skills and the ability to plan ahead.
* Experience in a retail environment.
* Stock management and appraisal.
* Health and safety.
* Team working experience.
* Research and analytical skills.
* Creative skills, through writing content to describe items for sale.
* Communication skills.
* Valuable transferable skills that will enhance your CV, as well as more specialist sales and retail knowledge.
* Experience in operating within a London disability charity.

**Support you’ll get**

* Volunteer induction into Vision Foundation.
* Relevant training to do your role efficiently and safely.
* One to one support and regular catch ups with your manager.
* Agreed out of pocket expenses (if you have any).
* Reasonable adjustments to make the role accessible to you.
* A work-related reference for you.

**Safeguarding**

Safeguarding is everyone’s responsibility. Vision Foundation is committed to safeguarding and promoting the welfare and wellbeing of children and adults at risk, whether receiving services or being staff or volunteers. It expects all trustees, staff and volunteers to share this commitment.

You can read more about our charity and the work we do here:

<https://www.visionfoundation.org.uk/about-us/>