

Volunteer Task Description

Volunteer Warehouse Operative



Purpose of Role

The expectation is that any person filling this role will provide assistance in SCRATCH's warehouse supporting the team running the Furniture project and /or shop. You will also meet and help visitors donating items.

Key Tasks (NB. Not all volunteers will undertake all tasks)

- To support the rest of the team in delivering a high standard of service to meet the aims and objectives of the project.
- Liaise with the Furniture Manager/Duty staff member to agree tasks for day.
- Check that all fire escapes are opened and ensure kept clear.
- Help keep warehouse clean and tidy. Ensure walkways are kept clear and all Health and Safety procedures are followed
- Ensure all stock is clean and in good working order. Make small repairs to furniture as agreed with the Furniture manager.
- Wipe-down/polish all donated items and Hoover and clean upholstery as agreed.
- Ensure goods for delivery to clients are easily identifiable and accessible for delivery team.
- Ensure all items are quality checked before leaving the warehouse.
- Place all collected /donated items in the "quarantine area" to be checked, repaired, cleaned as required before booking into stock.
- Assist team with safe loading of vehicle/s.
- Assist rest of team with the safe unloading, sorting and storage of furniture and appliances on return to the warehouse
- Greet visitors wishing to donate items. Assess donations BEFORE accepting. Be prepared to say NO THANKYOU if items are not suitable or not needed at that particular time. Any accepted donations need to be logged so we know what is in stock. There is a list on noticeboard by warehouse door. Please add to monthly tally. Remember to say big thankyou for donations!!
- If appropriate offer "information sheets" to visiting donors.
- Help ensure that there is good communication between all volunteers and staff, including office staff.
- Treat all visitors in a friendly, polite and professional manner ensuring, to the best of your ability, their Health and Safety whilst visiting the warehouse. *Please note: the warehouse is not open to members of the public except for accepting donated items.*
- Break down all goods for recycling, keeping rubbish to a minimum.
- Ensuring outside areas are tidy and rubbish-free.
- In the absence of the Furniture Manager it is desirable that you will be able to identify the most important tasks to be completed to meet the aims and objectives of the project.
- Maintain client/customer, volunteer and staff confidentiality at all times
- Attend meetings as requested with other volunteers and members of the SCRATCH staff team.

Supported by

General Responsibilities

- Comply with SCRATCH's volunteering policies at all times - including **Health and Safety, Confidentiality, Equality & Diversity** and **Smoke-Free policy**.
- Make sure the premises are kept safe, clean and tidy.

Time Commitment

Minimum one shift a week would be ideal (8.30am-12.30pm/12.30-4pm) hours flexible
The SCRATCH warehouse is open Monday to Friday, 8am – 4pm (Southampton)
10am-4pm (New Milton)

Location

The post is based at SCRATCH, Unit 33, Mount Pleasant Industrial Estate, Mount Pleasant Road, Southampton, SO14 0SP Tel: 02380 773132 OR at SCRATCH, 85 Station Road, New Milton, Hampshire, BH25 6JD

Expenses

Reimbursement of out of pocket travel expenses between home and volunteering location, and other reasonable expenses as agreed with supervisor.

Supervision and Support

Provided by either the Furniture Manager, Ian Dowdell, Duty staff member, Senior Manager (Operations) Mike Smith and Volunteer Manager, Annie Knight.

Who are we looking for?

We are looking for people who are committed to proactively supporting the work of SCRATCH and who share its aims and values. We want people of any age and background. You need to be able to lift and move furniture. You must have a sensitive and mature attitude and the ability to work on your own initiative and as part of a small team. Previous experience of dealing with the general public is desirable. The ability to say 'no' to unsuitable donations is helpful!! Willingness to attend support sessions and agreed training is essential.