Volunteer Role Description

Volunteer Role	Online Retail Livestream Volunteer /Social Influencer
Volunteer Manager	Nichola Thomas/Adam Kime
Where you will be based	Rowcroft eBay, 25 Walnut Road, Chelston TQ2 6HP

Role summary

At Rowcroft Hospice, we aim to make every day the best day possible for our patients and their families in South Devon. This is an exciting new opportunity to support our Online Team as we launch eBay Live.

As an Online Retail Livestream Volunteer you'll work alongside our Online Team to help create engaging live shopping experiences. Whether you're chatting with viewers, showcasing products, answering questions, or helping behind the scenes, you'll play an important role in raising vital funds for the hospice.

What you may be doing:

- Supporting live online shopping events on eBay Live.
- Helping present and showcase donated products.
- Engaging with viewers through chat and answering questions.
- Supporting the host by sharing product information and helping keep sessions running smoothly.
- Helping moderate the live chat and reporting inappropriate comments when needed.
- Assisting with preparing, packing and dispatching items sold online.
- Creating content ideas and helping promote our online presence through social media.
- Working as part of a friendly and supportive team

This role will suit you if:

- Enjoy talking to people and making them feel welcome.
- Are confident communicating with others, either on camera or behind the scenes.
- Have a positive, enthusiastic attitude.
- Enjoy social media, online shopping or retail.
- Are reliable and willing to learn new skills.
- Care about supporting your local hospice and community

This role could offer you the chance to meet new people and work as part of a supportive team, while making a meaningful contribution to a well-loved local charity. You'll gain valuable experience supporting an exciting new eBay Live venture, develop confidence and skills in packing, preparation and dispatch tasks, and build retail logistics experience that could benefit your current or future employment. Most importantly, you'll enjoy the satisfaction of knowing you've made a real difference to local families facing some of the hardest times in their lives, while supporting your local Hospice and community.

We welcome volunteers from all backgrounds and walks of life. Your time, skills, and kindness are what matter most.

All Rowcroft volunteers will be asked to

- Attend a Welcome Day to learn more about the hospice and where your role fits.
- Respect and uphold Rowcroft's values of: Honesty & Integrity; Generosity of Spirit; Respect; and being a Team Player.
- Act according to our policies, practices and procedures as shared during your induction and any updates.
- Complete any training and update sessions required for your role.