



Being there for *you*  
and *your family*

## Role Description

- ROLE TITLE:** **Online Sales Volunteer  
Photographer/Packer/Researcher/Tester/Lister**
- REPORTS TO:** Online sales manager
- HOURS OF WORK:** Flexible shifts, during opening times which are from Monday to Friday 9.00 am to 5.00 pm.
- BASE:** 56 Pullman Road Wigston LE18 2DB

### Impact Statement

Increasingly LOROS is selling donated and new goods online maximising income for the charity by tapping into national, niche and specialist markets.

### Summary of Volunteer Role

This role is flexibly designed. The 4 roles can be arranged in any combination dependent upon the skills of the volunteer and the needs of the service at any given time.

#### 1. Key Volunteer Duties for Photographer include:

- Photographing items for online sale
- Preparing items for photographing (cleaning, organising)

#### 2. Key Volunteer Duties for Packer include:

- Carefully packing and labelling items for posting
- Organising packing station

#### 3. Key volunteer duties for Researcher include:

- Researching items online to provide more information and estimated prices based on previously sold items.
- Finding user manuals
- Finding makers and brands

#### 4. Key duties for Tester include:

- Testing goods to ensure they work as required
- PAT testing electrical goods (LOROS provide training)
- Testing goods comply with safety requirements
- Ensuring goods are fit for purpose, feeding back to Online sales manager.

## **5. Key Duties for Lister include:**

- Drafting listing on eBay with all required information to be reviewed by Online sales manager.

## **Essential Requirements**

- On line sales experience desirable (3)
- Photographic experience professional or amateur desirable (1)
- IT skill sufficient to use internet sites
- There will be some lifting and moving items of varying weights, size and shape.

## **Personal Qualities to fulfil role**

- Friendly
- Flexible
- Reliable
- Work as part of a team and alone
- Good attention to detail to ensure accuracy

## **Learning and Development required to fulfil role**

### **Mandatory Training (Annual):**

- Fire Safety Awareness
- Health and Safety quality and Diversity
- Safeguarding
- Data security (including confidentiality)
- PREVENT training
- Infection prevention

### **Compliance Training**

- None

### **Role specific Off the job training**

- Lifting and handling

### **On the job training carried out by the manager, volunteer buddy or volunteer co-ordinator**

- Induction
- Online processes
- Fire evacuation and emergencies

### **General guidelines for volunteers:**

1. All volunteers are subject to:
  - Equal Opportunities Legislation,
  - The Data Protection Act
  - The Health and Safety at Work Act 1974.
  - LOROS Safeguarding Procedures
  - LOROS Confidentiality Policy.

2. All volunteers should be aware of and aim to contribute to LOROS' Vision and Mission and also strive to exhibit the Values & Behaviours at all times (see Our values and behaviours below).
3. All volunteers will receive a handbook which outlines key information.
4. All volunteers are entitled to receive appropriate training and support to fulfil their role, this will be discussed and appropriate plans put into place by their manager.



# Our vision and mission

## Vision

(Our long term aspiration for our society)

Everyone with an incurable illness has the right to excellent care. This should value and respect their uniqueness and their own choices. People should be enabled to live and die with dignity and with appropriate and compassionate support for themselves and their loved ones.

## Mission

(Our goals and activities in working towards our Vision)

**LOROS** is a charity whose aim is to enhance the quality of life of adult patients with cancer, progressive neurological conditions and end-stage organ failure for whom curative treatment is no longer possible. Patients are treated at the Hospice and in the community based upon clinical need, regardless of background and the ability to pay.

**LOROS** specialises in holistic, multidisciplinary care, focused on the whole person and including family and carers. The care given takes into account the patients' physical, psychological, social and spiritual needs as well as their own choices. Family members are supported in adjusting to loss and bereavement.

**LOROS** contributes to the education and training of its own and other health and social care professionals and of volunteers. The charity is also committed to research in order to improve the understanding and practice of palliative care.

[loros.co.uk](http://loros.co.uk)

Registered Charity No: 506120

**LOROS**

Hospice Care for Leukaemia, Lymphoma & Blood

Being there for you  
and your family



## Our values and behaviours

-  **Professional**  
Showing respect to patients and families, as well as members of our community, staff and volunteers.
-  **Focused**  
On exceptional quality service and support for patients and families whilst listening, learning and adapting to their diverse needs.
-  **Collaborative**  
Working together as colleagues and with local, regional and national partners to grow meaningful relationships and achieve sustainability.
-  **Compassionate**  
Showing kindness, discretion and sensitivity as we care for our patients, families, our community, staff and volunteers.
-  **Trustworthy**  
Be honest, reliable and consistent, showing respect and dignity in everything that we do.
-  **Accountable**  
To our patients, their families, our community, staff, volunteers and external organisations/bodies.

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**LOROS**

Highly Cared For. Learning. Listening. & Believing

Being there for you  
and your family

# LOROS KEY FACTS

## SEPTEMBER 2018

LOROS Hospice is a registered charity and also a company limited by guarantee which is governed by a Board of up to 15 unpaid voluntary Trustees. It is regulated by the Charity Commission, Companies House and the Care Quality Commission.



**>2,500**

No. of individuals receiving patient care from LOROS per year



Of whom **665**

admitted to Inpatient Ward



**31**

beds in Inpatient Ward



**343**

employees

**1,500**

regular volunteers



Average length of stay **14 days**



**£560**

Cost per bed/day including overheads



Cost per attendance for Day Therapy **£305**

Day therapy now offers support to patients by a much wider range of professionals including physio, occupational and complementary therapists, dieticians and chaplains.

**Cost per hour**

of running the charity



**£8.2M**

Expenditure on patient care per year

**£6.0M**

Minimum amount of income to be raised per year

Excludes the activity of LOROS Education, which is a self-funding service.



Portion of expenditure covered by NHS



Portion of charity costs directed to care services

**2,165**

participants in LOROS educational activities per year



LOROS Lottery numbers

**29**

LOROS Shops

All money raised is spent locally in Leicester, Leicestershire and Rutland.

**LOROS**

Hospice Care for Leicester, Leicestershire & Rutland

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