

Operations & Returns Volunteer – Peterborough

Everybody's level of hearing is different, so products that may work wonderfully for others may not be right for some. Our returns department processes these items including resending alternative solutions.

As an Operations and Returns Volunteer, you will assist the team to return and process occasional faulty products for our Webshop and catalogue, improving existing technology for future users.

Where?

Peterborough

When?

Minimum half a day per week (approximately 4 hours, Monday – Friday office hours)

What will you be doing?

As an Operations and Returns Volunteer, you'll perform the following tasks:

- Become familiar with the range of Action on Hearing Loss products
- Work alongside the Returns Team to process returned products
- Assist with packing in order to return products to the manufacturer
- Record returns information using Excel
- Assist with postal tasks as needed

Why do we need you?

We provide a range of assistive technologies and devices to the Deaf and hard of hearing community. Our returns department handles faulty products in order to provide people with working replacements and to improve the existing technology for future users. We depend on our fantastic volunteers to help us run this important service and we need you!

What skills do you need?

Here's what we think could be beneficial:

- Knowledge of, or willingness to learn about assistive technologies
- An interest and knowledge of gadgets and technology
- Experience of using computers
- A working knowledge of Microsoft Excel
- Punctual, reliable and methodical
- Ability to work unsupervised at times

What support will you get?

We value your time and commitment and want to make sure you are enjoying volunteering with us.

In a recent survey, 92% of our volunteers would recommend Action on Hearing Loss as a good place to volunteer!

Regular support will be given by your own Volunteer Manager especially in the early stages of your role as you settle in. You will also receive informal support from other Action on Hearing Loss volunteers and staff as you work together.

Here's what our volunteers say!

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A national charity since 1911

“I enjoy meeting people and helping them with their queries. Hearing loss can cause frustration and isolation, leading to loss of confidence. If I’m able to improve someone’s quality of life by sharing information or raising awareness of how others can help, then that’s very satisfying.” RB

What training is offered?

Action on Hearing Loss offers full, on-going training for all volunteers including an induction programme and further training specific to the volunteering role. This may include:

- Training in Understanding Hearing Loss
- Volunteers also have the opportunity to attend other training relevant to their role

What will you gain?

Our volunteers receive the following benefits:

- Training – learning new skills, and gaining up-to-date knowledge of issues affecting people confronting deafness, tinnitus and hearing loss
- Experience – meeting new people in different situations, building new friendships with other Action on Hearing Loss volunteers
- Fulfilment– knowing that the time you provide will make a real difference to the people we support, and raising deaf awareness throughout society as a whole
- Expenses – all reasonable expenses incurred as a result of your volunteering will be reimbursed according to the Action on Hearing Loss expenses policy
- Opportunity to try other volunteering roles locally with Action on Hearing if available

Transport

You may need to be able to travel locally, whether by car or public transport. All reasonable travel expenses will be reimbursed, according to the Action on Hearing Loss Travel and Subsistence Policy.

Disclosure [check with VDT team if not sure if disclosure is required for your volunteers]

You will be required to complete a DBS check (previously CRB), as some of your work may include working with vulnerable adults.

What next?

Thanks for taking the time to read these details. Ready to apply for this role? Excellent!

Please complete our online application form or, if you are interested and would like an informal chat, please get in touch with us. We would be delighted to hear from you.

Email: Volunteering@hearingloss.org.uk

Call: 01273 840960

This section to be completed for use by the Volunteer Development Team:-

- Please provide the start and end dates for this advertisement

Start date:- __/__/__ End date:- __/__/__

- Please indicate how many volunteers you will need to recruit _____

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- Does this role require a DBS check **No**