



## VOLUNTEER ROLE DESCRIPTION

<b>VOLUNTEER ROLE</b>	Inventory Management Support
<b>PROGRAM</b>	Brotherhood Books
<b>DIVISION</b>	Marketing & Engagement
<b>REPORTS TO</b>	Brotherhood Books Manager

### ORGANISATIONAL PURPOSE

The Brotherhood of St. Laurence (BSL) employs over 1400 staff and is supported by approximately 900 volunteers. Our work is focused in Melbourne and Victoria but branches out through our partners to every state and territory in Australia.

In contemporary Australia, poverty and disadvantage have a strong geographic dimension. The focus of our work is increasingly on places as well as groups of people experiencing hardship such as early school leavers and the unemployed. We create programs which prevent and alleviate poverty during four key life transitions: childhood, adolescence, midlife and retirement.

One of our priorities is to work with state and federal governments and other community organisations to scale up our successful programs. The Brotherhood's approach is informed by the best evidence, including the work of our own research and policy department.

### DEPARTMENTAL PURPOSE

Our diverse range of social enterprises raise independent income vital for supporting the Brotherhood's innovative services. These enterprises span 22 community stores, a warehouse and sorting facility, and an online bookstore.

Brotherhood Books is an online second-hand bookstore, run from the kind donations received from the public. The mainly volunteer team sort, clean and price high-quality donated books ready to be purchased online by our loyal customers, upload inventory onto our website, as well as picking and packing orders for dispatch, and general administrative and warehouse tasks.

### POSITION PURPOSE

We are looking for team member to optimise profit for the Brotherhood of St. Laurence through the sales of retail grade recycled books within the Community Store environment.

### ROLE TASKS

#### 1. Stock and merchandise

- Sorting, selecting and cleaning donated books to ensure sufficient stock is listed daily on the website

- Using the Brotherhood Books in-store guideline to ensure all books are sold at the best possible price
- Uploading books on the website and creating short, appealing and accurate blurbs to help our customers with their book selection
- Shelving books into appropriate categories.
- Picking and packing orders to ensure fast and speedy delivery
- Processing stock both inbound and outbound and performing basic admin duties
- Maintain the book business and workplace area, process stock both inbound and outbound, ensure high level of organization and tidiness.

## **2. Team work**

- Cooperate with colleagues to enhance teamwork, and to take pride in a job well done
- Be punctual and reliable, and notify the manager/supervisor if unable to attend a rostered shift
- Assist team members in all operations of Brotherhood Books on-line bookstore to achieve budget projections
- Be transparent and approachable always regarding any issues that may arise from the operation of Brotherhood Books
- Work within BSL policies and procedures as detailed at induction and in departmental guidelines.

## **WE ARE LOOKING FOR SOMEONE WITH:**

- Enthusiasm, reliability and commitment to the objectives of Brotherhood Books
- Ability to work well in a team environment
- Good communication skills and willingness to learn new skills and help others
- Experience with books and basic computer skills preferred, but not essential
- Understanding of and empathy with the values and ideals of the Brotherhood.

## **ORGANISATIONAL RELATIONSHIPS**

Internal:            Manager and fellow team members  
 External:            Customers and suppliers

**CONDITIONS OF VOLUNTEER INVOLVEMENT**

- 1. This role requires a mandatory police check. Your volunteer role will not begin until the necessary checks are complete.
- 2. Volunteers are requested to take responsibility for their own and others’ workplace health and safety and to adhere to policies which keep the Brotherhood of St. Laurence a workplace committed to equal opportunity, free from discrimination and harassment.
- 3. All BSL volunteers must be eligible to volunteer in Australia.

**AGREEMENTS**

I understand that I am a volunteer who contributes my time and effort without expectation of remuneration.

I understand that as a volunteer I am required to adhere to Brotherhood of St. Laurence (BSL) policies and procedures. I have read BSL’s **Code of Conduct** and **Child and Adult Safeguarding Policy** and agree to abide by these policies during my time with BSL.

In the event of injury sustained in performing my volunteer role I understand that I can make a claim against the Brotherhood of St. Laurence’s insurance policy for 85% of my non-Medicare costs up to the relevant policy maximums. Activities taken on my own initiative outside of this role are at my own risk.

I will keep all personal or sensitive information about customers and participants, other volunteers and the BSL team in the strictest confidence by only discussing such details within the bounds necessary to undertake my duties and responsibilities as a volunteer with the Brotherhood of St. Laurence.

I have read the above conditions of volunteering with BSL and agree to act in accordance with this agreement.

Volunteer Name: \_\_\_\_\_

Volunteer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Name: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_