



Vinted Volunteer

About DENS

Most people know DENS as the homelessness charity for people in Dacorum, but we're so much more than that. Our mission is to be the first port of call for anyone facing homelessness, poverty or social exclusion, and to empower them to take the next positive step in life.

About the Department

Our Employment & Skills team offer a range of opportunities to help people build skills for life and work. We run great projects to help raise vital funds for the charity, and we use Vinted and other platforms to sell donated and handmade items.

About the Opportunity

We're looking for a friendly and reliable volunteer to help run our Vinted account, helping to generate vital funds to support the charity's services. You will also run our 'Vinted Club', supervising small groups of hostel residents to help out whilst learning new skills. This will take place on a Monday and Thursday only.

Full training will be provided, including an induction into life at DENS, and tutorials in using the platforms and following our processes, plus training in safeguarding and professional boundaries. You will have a dedicated point of contact to support you with any issues that may arise, and we'll also cover your expenses like travel costs.

What You Will Be Doing

- Sorting donated items (clothes, shoes, accessories).
- Researching items and their sale value.
- Washing/steaming clothes.
- Taking clear, appealing photographs of items.
- Creating accurate and engaging listings to maximise sales.
- Packing and dispatching sold items promptly and securely.
- Monitoring accounts and responding to customer queries.
- Organising stock.
- Work collaboratively with staff and other volunteers.
- Follow charity policies and procedures.
- Booking and overseeing cash4clothes collections.



What You Will Gain

- A sense of purpose and pride in helping your community.
- New friendships and a supportive environment.
- Practical skills in organisation, teamwork and logistics.

Person Specification

	Essential	Desirable
Over 21 years of age	X	
Willing to undertake an enhanced DBS check	X	
Willing to complete relevant e-learning and follow DENS policies and procedures	X	
Able to maintain professional boundaries	X	
Able to work independently and as part of a team	X	
Organised and able to follow written and verbal instructions	X	
Proactive and able to manage own workload and use initiative	X	
Awareness of online safety, data security and responsible internet use	X	
Good communication and interpersonal skills	X	
Confident in the use of the internet and smart devices	X	
Ability to troubleshoot common IT issues		X
An eye for fashion, brands, vintage and collectible items		X
Ability to create appealing photographs and listings		X

Please contact volunteering@dens.org.uk for further information on how to apply.