



St Elizabeth Hospice

Volunteer Role Description

Role: Zest Shop Volunteer - Ipswich
Location: Shop location / Warehouse
Staff Member Link: Shop or Warehouse Manager

Purpose of Service

Our shops are a vital source of income for the hospice, contributing roughly one quarter of our annual income. Zest is part of the St Elizabeth Hospice family and the money raised will help us to care for local young adults living with a progressive or life-limiting illness.

Purpose of Role

You can help with various jobs in our Zest shops – this could be designing displays and mannequins, promoting the shop via our social media, helping customers on the shop floor or upcycling an old item into something new, there are so many fun things you can do as a shop volunteer. You'll be a part of a passionate and creative team of staff. If you have a particular skill or interest our team would love to talk to you about utilising this in the shop.

Key Activities

- Welcoming and serving customers in a friendly and helpful manner
- Sorting, pricing and preparing donations and stock for shop floor
- Creating eye catching window and shop displays
- Making the shop look attractive, clean and tidy at all times
- Following all shop processes and procedures, including Gift Aid
- Staying informed about Zest events, campaigns and aims and actively promoting

Organisational Responsibilities

- To work within the policies of the hospice and act within Care Standards at all times
- To uphold the hospice and individual team values at all times
- To ensure effective use of resources
- To participate in the hospice education programme and attend training courses as required
- To respect at all times the confidentiality of information covering patients, staff and volunteers
- To play an active part in the development and maintenance of good relationships with all who have business with the hospice
- To promote the hospice Philosophy of Care towards patients, relatives and visitors
- Generally to contribute towards ensuring a safe environment for all persons on the premises
- Because of the special nature of the hospice and its work you may on occasion be asked to undertake other duties to help maintain our high standard of care

Volunteers are required to respond positively to all reasonable instructions given by Link Members or other members of hospice staff. While volunteer suggestions and opinions are always welcomed, the responsibility for operational and strategic decisions lies with the hospice management.



Personal Qualities

Attributes	Essential/Desirable	Qualification and training to be provided
Skills and Abilities	E - Good communication skills	
Knowledge and Experience	D - Previous retail experience	
Attitudes and Values	E - Honesty and reliability E - Able to work as a team E - Friendly and helpful D - Flexible in approach to work	
Qualifications and Training		Health & Safety, Fire, Manual Handling, GDPR, Equality, Diversity and Human Rights Safeguarding, Conflict Resolution and Gift Aid.