

Role: Retail Volunteer

Location: Shop location / Warehouse / Distribution Centre

Staff Member Link: Shop or Warehouse Manager

Volunteers are asked to follow the hospice aims and values

- One Team, One Community
- Learning Never ends
- Compassion Takes Courage
- Every Moment Matters



Role summary

This is a role that covers a variety of tasks working with the shop or warehouse manager in a busy retail environment.

All in a fun and friendly atmosphere - and a great opportunity to meet new people!

What you will be doing:

Not all roles include the following, key activities include but are not limited to:

- Provide a high level of customer service and satisfaction at all times.
- Accept donations to the shop or warehouse and thank donors
- Understand and promote Gift Aid with donors and customers
- Assist with sorting and stock preparation including rotation and replenishment.
- Operate electronic till
- Ensure all monetary systems and procedures are adhered to
- Assist the shop manager with creating eye catching window & interior displays
- Provide assistance to customers when requested
- Maintain stocks in the warehouse in an organised way, being aware of health & safety.
- Assist with cleaning and tidying to maintain safety cleanliness and presentation
- Ensure all Health & Safety/Fire regulations are understood and complied with at all times.
- Ensure compliance with all organisational policies and procedures

What we ask of our volunteers:

- 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 be friendly and approachable and work as part of a team
- To be committed and reliable
- Some roles require a DBS check

The benefits to you:

- Experience working with a forward-thinking charity
- A sense of satisfaction and pride for helping to make a valuable difference
- Giving back to society and supporting local people
- Assist in developing skills and knowledge
- Meet new people
- Basic training will be provided and any additional role specific as necessary.

Your skills and attributes:

- The ability to work in a team, with a polite, friendly and flexible approach to working.
- Good communication skills and customer relations.
- Previous retail experience is desirable but not essential.