

**Role:** Retail Admin Assistant  
**Location:** Any Retail location or Centre  
**Staff Member Link:** Retail Manager

Volunteers are asked to follow the hospice aims and values

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



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### **Role summary**

To assist the Manager and Assistant Manager with various administration duties relating to the Retail Division of the hospice.

### **What you will be doing:**

Key activities include but are not limited to the following:

- To input data on Excel spreadsheets and other IT requirements.
- To liaise with the public and other locations through emails and telephone calls
- To assist the manager with projects and procedures to ensure the smooth running of the retail location
- To liaise with other volunteers as directed by the manager
- To have an understanding of Gift Aid and promote to customers
- To assist in general office duties, mailings, photocopying, shredding, filing, phone calls etc.

### **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:**

- General office and admin skills
- Good communication and telephone manner
- Organised and attention to detail
- Experience of IT including Microsoft