

st elizabeth hospice

Volunteer role:	Retail Admin Assistant
Location:	Any Retail location or Centre
Staff member link:	Retail Manager

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 uphold our hospice values:
 - One team, one community
 - Learning never ends
 - Compassion takes courage
 - Every moment matters
- Take part in training so you feel confident and supported in your role
- Respect confidentiality for patients, staff and fellow volunteers at all times
- Be friendly and team focused so everyone feels welcome and supported
- Stay committed and reliable to help the team run smoothly
- DBS checks for some roles to ensure safety and suitability

The benefits to you:

- Be part of a forward-thinking charity and make a real impact
- Feel proud of making a difference in your community
- Give back locally and support people who need it most
- Build new skills and grow your confidence.
- Meet new people and join a supportive team
- Training provided so you feel comfortable and ready for your role

Your skills and attributes:

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