

st elizabeth hospice

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| Volunteer role: | Retail Volunteer |
| Location: | Shop location / Warehouse / Distribution Centre |
| Staff member link: | Shop or Warehouse Manager |

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 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:

- 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.