



Job description

Post: Retail Volunteer

Department: Retail

Responsible to: Shop Manager

This volunteer role will assist in the day-to-day running of Princess Alice Hospice Shops, with the purpose of maximising sales and profitability.

Time commitment

- A minimum of half a day per week (9.30am – 1.00pm or 1.00pm – 4.30pm)
- Time commitment and availability can be discussed and agreed with the Shop Manager
- For certain roles, a regular time commitment is preferred, to allow work to be planned effectively.
- Additional hours may occasionally be requested to meet the needs of busy periods, for example over the Christmas period.

Typical tasks and activities

- To assist and serve customers, providing a high standard of customer service.
- To help promote Gift Aiding of donated goods with shop donors.
- To help with stock processing, including sorting, steaming, cleaning, pricing and hanging of donated goods.
- To assist with the moving and handling of sometimes bulky stock.
- To be involved in cash handling and accurate operation of the till.
- To actively sell Hospice lottery tickets when on the till
- To follow the Shop Manager's instructions on the security of stock and cash.
- To assist in keeping the shop premises clean and tidy.
- To positively contribute to team working in the shop.

- To promote the public understanding of the work of Princess Alice Hospice and the importance of raising funds through the shop.
- To promote and apply the Princess Alice Hospice Health and Safety Policy.
- To adhere to all procedures in the Shop Operations Manual.
- To be prepared to take monies to the bank when needed.

The above list is not exhaustive, and volunteers may be asked to take on other tasks to support and assist the smooth running of the Hospice.

Dress code

- Appropriate to the role being delivered, reflecting the professional image of the Hospice.
- A volunteer badge must be worn at all times.

Essential requirements

- Enjoys, and is able to participate in sometimes demanding physical activity
- An eye and enthusiasm for tidiness and order, and attention to detail
- Enjoy working in a team environment
- Enjoy working with the public, and in a public place
- Possess or would like to develop strong customer care skills
- Good communication skills
- Confident and accurate in cash handling
- Possess or would like to develop display and merchandising skills
- Security conscious
- Able to maintain confidentiality at all times
- Flexibility
- Enjoy working in a team environment / Happy to undertake lone working
- Self-motivated
- Must be contactable by telephone
- Must be able to cope with the physical demands of the job
- Committed to the vision and values of the Hospice

Desirable requirements

- Previous experience of Retail or Customer Service
- Previous experience of working in the Charity sector

The person

You will be an organised and detail-conscious person, with a flexible and adaptable approach, who is looking for a varied role. You will be able to deal with routine tasks, but enjoy the challenge of something new. You will be able to demonstrate respect, compassion and knowledge in your interactions.

You may be looking to develop your skills and knowledge, and perhaps pursue a career in charity / fundraising. You will be happy to help out in other areas, depending upon the needs of the Hospice.

Training and support

- Group Induction
- On-the-job training
- Ongoing support, training and development opportunities
- Attendance at annual volunteer meetings.
- Specific relevant courses – Health and Safety, Safeguarding, etc

All appointments are at the discretion of the Shop Manager and subject to completing a satisfactory probation period of at least four trial shifts. The appointment to a volunteer role is not permanent until confirmed at the end of the probationary period.

The Hospice values the diversity that volunteers can bring to the charity, and welcomes volunteer applications from all sections of the community, and from all walks of life.