



Volunteer Retail Assistant

Volunteer Role Description

What is a Volunteer Retail Assistant?

Responsible to the Retail Manager/Supervisor, the Volunteer Retail Assistant assists with the daily operation of the shop. The income raised by the shop supports the services of the Hospice to make every day count for those affected by life-limiting illnesses.

This role will suit people who are...

- friendly and helpful
- honest and reliable
- enthusiastic with a willingness to learn
- able to work as part of a team

It is also essential that you can demonstrate our values of **Compassion, Respect, Integrity, Professionalism, Choice** and **Reputation**. They define who we are and what we do as a high quality care provider and high quality place to volunteer.

Why do we need you?

We are looking for volunteers to help us to run our shop, raise vital income for the Hospice and raise the profile of the Hospice in the local community. The income raised will help the Hospice to improve the availability of, and access to, end of life care and raising the profile of the Hospice will promote the value of palliative care in the local community.

What's involved?

- Delivering excellent customer services to customers, donors and supporters
- Helping to maintain high standards of shop presentation through effective merchandising and rotating of stock
- Ensuring all donations/stock are accepted and handled correctly, sorted, processed and priced in accordance with retail guidelines
- Maintaining high standards of cleanliness and maintenance of property and equipment. Reporting any problems directly to the Retail Manager/Supervisor/Assistant
- Promoting Gift Aid to our donors
- Handling money including till work and cashing up (not essential but preferred)
- Assisting in the security of the premises and stock
- Helping to maximise sales in order to achieve the shop's budget
- Attending shop volunteer Retail Meetings to receive updates on Hospice news, procedure and practice
- Raising the profile of the Hospice by being an ambassador in the local community
- Complying with Retail procedures and guidelines (detailed in Retail Training Workbook), current legislation, trading standards and Health & Safety regulations at all times
- Undertaking induction and mandatory training as required

- Attending shop volunteer Retail Meetings to receive updates on Hospice news, procedure and practice

What should you already have and what could you gain from this opportunity?

There are no specific skills or training required to undertake this role, as full induction and training will be provided. Support will be available from the Retail Manager/Supervisor/Assistant and other members of the shop and retail team.

From this role you could gain experience of customer services, money handling, merchandising and processing and pricing stock. You can also gain an awareness of Hospice care and St Cuthbert's Hospice, health and safety and gift aid.

You will have the opportunity to meet new people and become part of a friendly, caring team.

Policies and Procedures

As a volunteer you will be expected to comply with Hospice Policies and Procedures relevant to your role and to maintain confidentiality.

Out of pocket expenses

Any agreed out of pocket expenses that are incurred when carrying out your volunteer role will be reimbursed.

Extra Information



Your availability

To be discussed with Retail Manager/Supervisor but ideally once per week.

Shop Opening Times:

Monday – Saturday 9.00am or 9.30am – 4.00pm



Location

One of our 8 shops in County Durham:

Chester-Le-Street, Crook, Durham, Houghton-Le-Spring, Langley Moor, Langley Park, Meadowfield and Spennymoor.



Training

We value our volunteers and want your experience to be both positive and fulfilling. We offer a comprehensive induction programme and any appropriate instruction, guidance or training to assist you in your volunteer role. We ask that any essential training is completed either prior to you starting with us or within three months of starting. You will have an opportunity to learn new skills, build social networks, share experiences and skills and be recognised for the contribution you make.



Who to contact

For more information regarding this volunteer role please contact **(0191) 3746169** or **volunteers@stcuthbertshospice.com**