

## RETAIL ASSISTANT VOLUNTEER ROLE DESCRIPTION



**Location:** Nineteen shops across catchment area in Surrey and Hampshire.

**Hours:** Flexible. Shops are open Monday – Saturday

**Time commitment:** Minimum of two hours

**Purpose of role:** Supporting our shop staff in running the shop which generates vital funds to provide services and care for patients with life limiting illness.

**Key duties include:**

- Receive donated stock from the public and promote the gift-aid scheme
- Assist with the preparation of donated stock, including sorting, steaming, pricing, merchandising and stock rotation
- Assist in creating a warm and welcoming environment
- Operate the till; dealing with both card and cash transactions
- Help keep the shop clean and tidy
- Ensure a safe working environment is maintained
- Assist with customer enquiries over the phone or in person.

**Training and Support:**

- In-store training alongside staff member
- Hospice induction (optional).

**Special conditions:**

- Over 14 (Duke of Edinburgh Award scheme), otherwise 16
- 2 x references
- Adherence to all current policies and procedures of the Hospice including those relating to health and safety.

**Knowledge, skills and abilities:**

- Good communicator
- Excellent customer care skills
- Team player
- Basic numeracy skills.