

## RETAIL ASSISTANT (DONATION CENTRE) VOLUNTEER ROLE DESCRIPTION



**Location:** Farnham Donation Centre

**Hours:** Flexible. Premises are open Monday – Saturday 09:00 – 17:00

**Time commitment:** Minimum of two hours

**Purpose of role:** Supporting our staff in the Donation Centre which accepts and sorts and distributes donated stock across 19 shops and warehouses. This is a busy role which requires stamina.

**Key duties include:**

- Greet donors and accept donations (including furniture) and processing Git Aid (involves working on a PC)
- Assist with the preparation of donated stock, including sorting, selecting and packing of shop orders
- Assist with placement of furniture within the Donation Centre.
- Take telephone bookings for furniture deliveries and collections.
- Help keep the Donation Centre 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:**

- Fit
- Good communicator
- Excellent customer care skills
- Team player