

RETAIL (FURNITURE) VOLUNTEER ROLE DESCRIPTION



Location: Farnham Showroom or Frimley Shop

Hours: Flexible. Premises are open Monday – Saturday

Time commitment: Minimum of two hours

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

Key duties include:

- Assist with the preparation of donated stock, including pricing
- Assist with placement of furniture
- Assist with the merchandising of stock, including operating the till, dealing with both card and cash transactions
- Assist with stock rotation, re-arrangement and culling
- Assist in creating a warm and welcoming environment
- 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.