

**Volunteer Role Description**

**Volunteer Role**: Volunteer Retail Assistant

**Supported by**: Shop Manager

**Where you will be based**: Shop

**About the Hospice**

Our vision is for everyone in our community with a life limiting illness or bereavement to be able to access compassionate care and the support they need. We offer a diverse range of community-based services including Hospice at Home & Day Hospice (Adult Community Care Service), Adult Counselling, Children and Family Support Services and Transitional Care Services across South Warwickshire and the surrounding areas.

The Shakespeare Hospice has six charity shops across South Warwickshire, and also an online shop, selling a variety of quality goods which have been donated by our generous supporters.

**Why do you need me?**

The contribution of our volunteers is invaluable to the operation and success of the Hospice.

The purpose of this volunteering role is to assist the shop team to maximise income for the Hospice. Focusing on sales, merchandising, stock rotation and excellent customer service, you will be part of a cohesive team to promote the work of The Shakespeare Hospice within the local community.

We work hard to ensure that all our volunteers are treated fairly and are given equality of opportunity.

**What activities will/could I be involved in?**

* Processing donated stock in preparation for sale by sorting, steaming, and pricing.
* Providing support with the shop floor stock displays and rotation of stock.
* Processing sales and serving customers at the till point.
* Assist in the promotion of the shops to generate regular donations and active customer base.
* Promote the work and services of The Hospice, as agreed by your line manager.
* Undertake and complete any mandatory training for the role as identified by the Hospice
* Ensure operation in line with Hospice Policies and Procedures and complete any mandatory training for the role as identified by the Hospice.

**What skills / abilities will I need?**

* The ability to provide a complete customer focus in all operational activities
* Be organized and methodical
* Be enthusiastic about helping a local charity which supports people with a life-limiting illness
* Be trustworthy and reliable
* Be polite and courteous at all times
* Happy to be part of a team
* Understand the importance of maintaining confidentiality

**How much time should I offer?**

As a volunteer, you can help out as much or as little as you like.

**Will I have an induction and training?**

You will receive an induction when you start as a volunteer with the Hospice, including a tour of your base, team introductions, health and safety information and an induction training programme.

We will provide any further specialist training that you need to complete your volunteer role.

**What are the benefits of volunteering?**

* You will be part of a friendly team, supporting those in the community who need it most
* You can grow confidence, meet new people and make new friends
* You can improve your skills and work experience
* We can be flexible in relation to your volunteering hours, recognising your need for holiday time, and other commitments.

**We are very grateful to all our volunteers, who help us to deliver the highest quality of care and support to our patients and their families**