

## Volunteer Task Profile

### Volunteer Assistant Manager

Background	To assist the manager with the day to day running of the shop, to help customers and donors to identify their need and act upon it.
Role Title	Volunteer Assistant Manager
Line Manager (job title)	Leyburn Shop Manager
Other key volunteering relationships	To ensure the safety of the building and volunteers, to run the store to the standards expected and maintain a level of safety and security for the staff, volunteers and the building
You will need to be:	<ul style="list-style-type: none"> <li>• Welcoming and professional</li> <li>• Organised and motivated</li> <li>• Presentable and reliable</li> <li>• Passionate about hospice care</li> <li>• Committed to customer/visitor care</li> <li>• Respectful of and committed to confidentiality, equality &amp; diversity</li> <li>• Willing to learn new skill as the business develops</li> </ul>
You will need to have (skills):	<ul style="list-style-type: none"> <li>• Good listening and communication skills</li> <li>• Administrative skills</li> <li>• Ability to work in a team</li> </ul>
Qualifications, professional skills, and accreditations/memberships/registrations	<ul style="list-style-type: none"> <li>• Experience in public-facing role, hospitality or administration is desirable, but not essential.</li> <li>• Training and Support will be given</li> </ul>
Tasks include (but are not limited to):	<ul style="list-style-type: none"> <li>• Welcoming and greeting customers</li> <li>• Being available to assist at all times</li> <li>• Pricing, selling, restocking and merchandising to maximise profit</li> <li>• Cash handling/banking</li> <li>• Receiving and processing donated goods</li> <li>• Gift aid – collecting, recording information from new and existing donors</li> <li>• Communicating with other hospice departments to ensure that the customer is signposted to the right service</li> <li>• Maintaining standard in the store with general housekeeping</li> </ul>
Time commitment	To commit to working rotas established by the manager to ensure that the shop is open for the required duration.
Disclosure required	Basic
General Requirements	<p>Induction and mandatory training will be provided</p> <p>Must comply with St Teresa's Hospice Policies and Procedures</p> <p>All volunteers are required to provide proof of ID and satisfactory references</p>

Driving Status	Not required
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