

## Volunteer Task Profile

### Volunteer Retail Assistant

Background	This role is directly customer facing with the purpose of assisting customers to identify and purchase products they desire.
Role Title	Volunteer Retail Assistant
Line Manager (job title)	Shop Manager
Other key volunteering relationships	Shops Team Leader & Head of Retail
You will need to be:	Welcoming
You will need to have (skills):	<ul style="list-style-type: none"> <li>• Communication skills</li> <li>• Basic numeracy and literacy</li> </ul>
Qualifications, professional skills, and accreditations/memberships/registrations	<ul style="list-style-type: none"> <li>• Experience in public-facing role 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>• Customer service.</li> <li>• Pricing, selling, restocking and merchandising products effectively to attain maximum profit.</li> <li>• Taking cash / banking.</li> <li>• Receiving donated goods.</li> <li>• Gift Aid – collecting and recording information, signing up new donors.</li> <li>• Communicating / liaising with other hospice departments.</li> <li>• Sign posting to services.</li> <li>• General housekeeping / maintenance of store standards</li> </ul>
Time commitment	Generally one session each week of at least 4 hours.
Disclosure required	None
General Requirements	<p>Reliable, able to work with minimum supervision.</p> <p>Attendance at Induction session/completion of workbook Must be willing to attend mandatory training</p> <p>Comply with St Teresa's Hospice Policies and Procedure</p>
Driving Status	Not required