

## Volunteer Task Profile

### Retail Admin Volunteer

Background	To help in our busy retail admin offices. To assist the retail team by answering the telephone, organising collections and deliveries, taking messages and where possible answering enquiries.
Role Title	Retail Admin Volunteer
Line Manager (job title)	Retail Operations Manager
Other key volunteering relationships	Shops Operations and House Clearances Manager, Retail Administrator, Hospice Driver's
You will need to be:	<ul style="list-style-type: none"><li>• Welcoming and professional</li><li>• Organised and motivated</li><li>• Reliable</li><li>• Respectful of and committed to confidentiality, equality and diversity</li><li>• A good communicator</li></ul>
You will need to have (skills):	<ul style="list-style-type: none"><li>• General IT experience</li><li>• Good telephone manner</li><li>• Training and Support will be given</li></ul>
Tasks include (but are not limited to):	<ul style="list-style-type: none"><li>• Responding to general enquiries</li><li>• Making follow up telephone calls</li><li>• Logging details for collections and deliveries</li><li>• Responding to shop requests</li><li>• General office tasks, e.g. photocopying and filing</li></ul>
Time commitment	Minimum commitment:  4 hours between the hours of Monday to Friday 9am to 5pm
Location	St Teresa's Superstore & Warehouse, McMullan Road, Darlington
Disclosure required	None
General Requirements	Induction and mandatory training will be provided Must comply with St Teresa's Hospice Policies and Procedures All volunteers are required to provide proof of ID and satisfactory references Commitment to the vision, values and mission of the Hospice