

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 / Retail Operations Manager (location dependant)
Other key volunteering relationships	Retail Operations Manager, Retail Admin, Assistant Shop and Distribution Manager
You will need to be:	<ul style="list-style-type: none"> • Welcoming • Helpful
You will need to have (skills):	<ul style="list-style-type: none"> • Communication skills • Basic numeracy and literacy
Qualifications, professional skills, and accreditations/memberships/registrations	<ul style="list-style-type: none"> • Experience in public-facing role is desirable, but not essential. • Training and Support will be given
Tasks include (but are not limited to):	<ul style="list-style-type: none"> • Welcoming and greeting customers. • Customer service • Pricing, selling, restocking and merchandising products effectively to attain maximum profit • Taking cash / banking • Receiving donated goods • Gift Aid – collecting and recording information, signing up new donors • Communicating / liaising with other hospice departments • Signposting to services. • General housekeeping / maintenance of store standards
Time commitment	Generally one session each week of at least 4 hours. Shop opening times: 10-4 Monday - Saturday
Locations	<ul style="list-style-type: none"> • Mowden • Cockerton • Skinnergate • High Row • McMullen Road • Thirsk • Leyburn
Disclosure required	None
General Requirements	Reliable, able to work with minimum supervision 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
Driving Status	Not required