Role: Shop Volunteer

Aim of the role:
To assist the shop team in a variety of tasks during the shop day, ensuring customers and donors are welcomed, and helping towards raising vital funds for the Hospice

What do retail volunteers say about volunteering with St Wilfrid's?

"*All the customers are so appreciative of the wonderful selection in the shop, which is nice, and I enjoy interacting with the staff and the other volunteer with whom I help process sales. There is also the feeling of doing something useful, and for a very worthwhile cause*."

Line Manager: Shop Manager
Responsible to: Voluntary Service Manager

You will need to be:
- Enthusiastic, kind, friendly and approachable with a positive attitude and committed to raising money for the Hospice
- Share the Hospice's values, mission and inclusive culture
- Punctual and reliable and stay for the agreed time
- Committed to giving the highest standard of customer service and promote the Hospice
- A team player and volunteer under the direction of the Shop Manager
- Willing to help with a range of tasks in the shop as directed by the employees
- Accepting of others who might be different to yourself
- Of a good level of overall health as this is an active role
- Able to carry out light manual handling
- Able to complete induction and training to be competent in role
- At least minimum age 16 years (with the exception DofE which is 14) - some shops vary with minimum age

Time commitment:
- To enable volunteers to have a good balance of homelife and volunteering hours are limited to no more than 4 hours a day
- Advisory of up to two shifts per week
- Discussion with Shop Manager around rota availability and volunteer availability

Training: Shop Induction Training / Volunteer Induction Day / Annual refresher training

What you could be doing:

All roles
- Welcoming customers to the shop
- Assisting customers, or directing them to the team who can help with enquiries and donations
- Assisting with ensuring the shop is clean and tidy
- Ensuring a safe working environment at all times (doors and fire exits are kept clear)

Till
- Serving customers and taking responsibility for the processing of sales accurately (cash / credit card / cheques / charity gift card)
- Offer customers a receipt with every purchase
- Offer to wrap or bag purchased items
- Keep the till area, tidy, safe and secure
- Any returns, discounts and price negotiations will be handled by an employee

Donations

- Accepting donations: ensuring donations are items that we accept and in a saleable condition and asking for their Gift Aid details (including signing up new customers to Gift Aid)
- Sorting donations: selecting suitable items for sale, including hanging garments and pricing items using the guidance given by the Shop Manager
- Moving and handling donations using relevant Personal Protection Equipment as instructed
- Ensuring the sorting area is safe at all time

Specialist roles might include: jewellery and tech valuation, shop displays, PAT testing, specific interests – please speak to the Shop Manager if you have a specialist skill you would like to offer.

We are focused on ensuring the safety and protection of everyone who volunteers with the Hospice. To achieve this, we will carefully select, screen, and manage volunteers.
Volunteers will need to complete the required competency training for this role and agree to follow our policies and procedures.

St Wilfrid's Hospice Values

We pride ourselves on a common set of values which steer our behaviour.
Each and every team member, including volunteers, will conduct themselves with our values at the forefront of everything we do.

- **Compassion** is crucial to the care that we provide and in the work we do, and is sustained by caring for ourselves and for our colleagues.
  We show respect and empathy for everybody and go the extra mile to be thoughtful, to listen and to do all that we can (including the little things).
- **Excellence** is committing to deliver quality in all that we do.
  We are consistently aspiring to be the best that we can be and we learn from others and from our own mistakes, reflecting on how we can improve and putting this into practice.
- **Integrity** is committing to doing what we say we will do, at the right time and with the best intentions. We conduct ourselves in a trustworthy, transparent, respectful and honest manner.
- **Responsibility** is being accountable for our actions, behaviours and decisions. We take collective responsibility for our resources and the environment.
  We act professionally at all times, leading by example and taking a proactive approach to our work. We encourage each other to take responsibility for own actions whilst asking for support when it is required.
- **Collaboration** is working in partnership with others in order to achieve success, for the benefit of all. We will work together, learn, support and ensure we communicate effectively with each other both within St Wilfrid's and with other organisations and communities, to deliver our objectives.