

Volunteer Role Description



Registered Charity No: 295257

Position Title	Volunteer Retail Assistant
Location	Various Locations- Letchworth x2, Hitchin x2, Stevenage x5, Baldock, Royston, Stotfold, Biggleswade
Department	Trading
Time Commitment	Varied and flexible

Role Description	To help Garden House Hospice generate the income to provide services and care to patients with life limiting illness and to support their families and carers
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Key Responsibilities	<ul style="list-style-type: none"> ➤ Talking to customers and making them feel welcome in the shop ➤ Advising and helping customers as they browse ➤ Visual merchandising- ensuring the shop looks its best and is on-trend ➤ Receive donated goods and sort, price and prepare for sale ➤ Operating the till and dealing with various types of payment ➤ Answering customer enquiries ➤ Keeping an eye on the security of the shop ➤ Maintain a clean and safe working environment ➤ Promote Gift Aid, the Hospice Lottery and other incentives ➤ Promote the benefits of volunteering in support of further volunteer recruitment
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Skills, Qualities and Experience	<ul style="list-style-type: none"> ➤ Aged 16 and over <p>Experience</p> <ul style="list-style-type: none"> ➤ Experience is not required as training will be provided <p>Interests</p> <ul style="list-style-type: none"> ➤ An interest in customer service and retail desirable
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Benefits to you	<ul style="list-style-type: none"> ➤ The opportunity to develop new skills and receive ongoing support and training, as well as having a great time and knowing that you are making an important contribution to Garden House Hospice Care
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Training	<ul style="list-style-type: none"> ➤ Induction
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REWARDING

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	<ul style="list-style-type: none">➤ In-role training➤ Health and Safety➤ Manual Handling
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Volunteer Services Contact Details	Email volunteers@ghhospicecare.org.uk Tel: 01462 679540 option 6
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Additional Comments
Our trading arm raises much needed funds to keep the hospice running, typically contributing around one-third of the running costs of the hospice. By volunteering with our trading team, you are making a direct and important contribution to your local hospice.

About Garden House Hospice
Garden House Hospice Care provides a wide range of services for patients, their carers, and families facing a life limiting illness. Free specialist palliative care is provided for over 500 adults a year living with advanced cancer, motor neurone disease or other life limiting illness in our community of 230,000 people in North Hertfordshire, Stevenage, Royston and surrounding villages. Our Values: *We are one team, with a shared vision *We place the patient & carer at the heart of everything we do *We respect everyone *We strive to continually learn and improve *We take pride in delivering a high-quality service *We take inspiration from our community.

For more information and an application form, please contact Volunteer Services:

Garden House Hospice Care
Gillison Close, Letchworth Garden City, Herts, SG6 1QU
Telephone : 01462 679540

volunteers@ghhospicecare.org.uk
<https://www.ghhospicecare.org.uk>

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