

NORTH HERTS HOSPICE CARE ASSOCIATION

SHOP VOLUNTEER ROLE PROFILE

ROLE PROFILE:	Shop Volunteer
ACCOUNTABLE TO:	Chief Executive Officer
REPORTING TO:	Shop Manager

OVERALL AIM

To represent the public face of the Hospice. To assist with providing a welcoming and attractive shop environment. To be well informed in order to assist customers and answer queries. To work flexibly as part of a team.

Volunteers agree to maintain the good reputation of Garden House Hospice Care to the public and honour all confidential information.

DUTIES

1. To welcome customers, assisting with queries in a friendly, respectful and sensitive manner.
2. To accept and give appreciation for donated goods.
3. To answer the telephone, taking messages as appropriate.
4. To present and maintain items for sale in an attractive way, including cleaning, sorting, sizing and labelling of goods as appropriate.
5. To assist with displays to ensure stock is attractively displayed as appropriate.
6. To use the till and other point of sale equipment, e.g. PDQ machine, following the laid down procedure.
7. To follow Garden House Hospice Care policy on pricing, exchanges, refunds and trading standards.
8. To be vigilant regarding personal and shop security.
9. To work within health and safety guidelines, keeping the shop and backroom areas clean, tidy and hazard free, using equipment provided.

10. To attend training sessions and updates as required to ensure safe working practices and organisational knowledge e.g. moving and handling, fire and till training.

11. To assist the shop manager with duties as requested.

This role profile will be reviewed and amended regularly and is not exhaustive.

VOLUNTEER SPECIFICATION

Shop volunteers need to be:

Reasonably fit and mobile – i.e. able to stand for reasonable periods of time.

Reliable and flexible and a team worker.

Willing to attend training as required, - i.e. till, fire, moving and handling.

Minimum of 14 years of age.

Sensitive and non-judgemental – respecting others' opinions and backgrounds.

Shop volunteers need to have:

A 'professional' approach to the work is required – able to maintain our standards and reputation.