

Volunteer Role Description

Role Title	Retail Shop Volunteer
Department	Retail Operations
Responsible To	Retail Operations Manager
Aim	To promote the philosophy of St Cuthbert's Hospice. To assist the shop manager in the running of the shop to help raise vital funds and promote the Hospice profile to provide palliative and end of life care in the community.

Key Responsibilities

- To assist in maximizing shop income to achieve the sales targets.
- Implement high standards of Customer service/ Hospice PR.
- Promote and develop the profile of the Hospice within the local community.
- Work on your own initiative and as part of the volunteer team.
- Assist in maintaining high standards of presentation and display, ensuring all merchandise is correctly handled, processed and priced.
- Assist in ensuring high standards of cleanliness and maintenance of property and equipment, reporting any problems directly to the shop manager.
- Assist in maintaining the security of the premises, stock and money including operating a cash till.
- To comply with Hospice Policies and Retail procedures, current legislation, trading standards and Health & Safety.
- Undertake appropriate training as necessary.
- Attend shop volunteer Retail Meetings to share good practice and develop ideas for the shop.
- Maintain absolute confidentiality with regard to all Hospice information.

Knowledge & Skills Mandatory training provided at the Hospice and on site.

Required Availability To be negotiated with Retail Operations Manager

Issued

Signed

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