

Volunteer Retail Role role profile

Location:	The relevant Katharine House Hospice shop
Supervisor:	Shop Manager

The role:

To support the manager of the shop to maximise the income from donated items by ensuring high levels of customer satisfaction through excellent sales service and maintaining store conditions to a high standard, ensuring it is fully stocked. No previous experience is necessary, for eBay some IT skills would be required.

As a small charity we are unable to pay expenses for all roles however we want to make our volunteering opportunities as inclusive as possible. If there are any barriers that prevent you from volunteering with us, please contact Jill Hill, Voluntary Services Manager, to chat through how we can help. Please contact either jill.hill@KHH.org.uk or call 01295 816477.

Tasks include:

- Assisting and serving customers, providing a quality service with a smile
- Active involvement in the receiving of new donations and asking about Gift Aid
- Helping to process stock, including sorting, pricing and arranging of items
- Till operation and the handling of cash
- Helping to maintain the security of products within the shop
- Ensuring that the shop is always clean and tidy

What we're looking for:

- A friendly, helpful, courteous and engaging personality
- Great communication and interpersonal skills
- Customer care skills
- Ability to work in a team and follow instructions
- Enthusiasm and a willingness to learn
- Good basic literacy and numeracy
- For eBay some IT skills would be required
- Adhere to volunteer guidelines, risk assessments, policies and procedures, including manual handling
- Committed to our values of compassion, inclusivity and sustainability

Volunteer benefits:

By volunteering for KHH you will be helping us make every moment matter for our patients and their loved ones. We can't do what we do without you. In addition to making a difference you can expect to gain or enhance the following:

- Retail experience, including cash handling best practice

- Team work
- Life skills and experience
- Greater confidence
- Satisfaction of giving back and supporting our Hospice
- The benefits associated with being part of the Katharine House volunteer team

Training:

As part of the induction for this role, volunteers will:

- Complete induction training for all tasks, including using the till
- Read and sign the training booklet
- Shadow a current volunteer

Practical considerations:

- Minimum age 18
- Time commitment: flexible to fit in with your life commitments and available shifts agreed with the Shop Manager
- Access to the sites vary, with steps a potential, please speak to us for more information
- There are some windows for daylight in all shops, most also use overhead light
- Toilets are provided but maybe up steps, please check with us for the particular shop
- Parking availability varies from shop to shop – please check with the relevant shop manager about locations
- Some lifting of donated stock will be required, best manual handling practice will be given
- The majority of the time the role requires standing and moving around
- Start and finish times are set but breaks are flexible
- This role requires considerable interaction with the public

How to apply:

Please contact the relevant Shop Manager directly or contact volunteering@khh.org.uk

A shop taster session will be planned with you to assess mutual suitability for the role. If successful you will be asked to complete and return an application form. Once a character reference has been received, we will be delighted to invite you to join our retail volunteering team.