

**VOLUNTEER
ROLE PROFILE**

Role Title:	Retail Volunteer	Date:	November 2015
Department:	Retail Stores – Barnsley Area	Manager:	Shop Manager

Role Purpose:

To assist in the day-to-day running of Barnsley Hospice Retail Department in accordance with Hospice Policies and Procedures.

KEY TASKS AND RESPONSIBILITIES

Functional responsibilities of Role:

1. To accept donations from the public and make sure that they are removed to the stock room area as soon as possible.
2. To assist in dressing the windows and shelving areas.
3. To assist in replenishing shop floor stock and assist with stock rotation.
4. To assist in serving customers including the use of the cash register.
5. To assist at changeover periods.
6. To sort all donations when required.
7. To steam, hang/ticket sort stock.
8. To assist with general cleaning of shop floor and associated areas.
9. To participate in mandatory training within the Hospice as identified and required.
10. To maintain complete confidentiality at all times.
11. Attend the appropriate training and development sessions as requested by management or in accordance with Health, Safety and Hygiene regulations.
12. To be fully compliant with the Fire Action Plan.

General Information

- References are required following a volunteer offer
- Disclosure & Barring check (if applicable)

Working Times

- Monday to Saturday, 8:30 am to 4:30 pm.

Personal Requirements

Essential

- Ability to lift items from Furniture to Donation Bags
- Excellent oral communication skills
- Positive attitude towards working within a team
- Total commitment to all aspects of confidentiality
- Positive commitment towards a quality service
- Able to work on own initiative
- Awareness of importance of hygiene
- Ability to cope/deal with difficult situations
- Maturity, insight and personal integrity
- Good listener; tolerant, reassuring, friendly
- Flexible & Reliable
- Good Customer Service Skills

Desirable

- Experience of Merchandising
- Experience within a Retail environment
- Experience of Cash Handling and Till work

Disclaimer

Volunteering is a mutually beneficial arrangement, but it is not intended to give rise to contractual obligations on the part of either the Hospice or the volunteer.