

**VOLUNTEER
ROLE PROFILE**



Role Title:	Hub Retail Sales Volunteer	Date:	7/3/23
Department:	Retail HUB	Manager:	

Role Purpose:

To support the Retail Operations Manager in the smooth co-ordination of people, product and equipment to ensure an efficient, safe, consistent, cost effective and smooth Retail Hub operation.

KEY TASKS AND RESPONSIBILITIES within PORTFOLIO OF DUTIES

Functional responsibilities of Role:

- Working with the Retail Sales Lead, serving customers in the shop.
- Displaying stock
- Hanging and steaming garments
- Sorting stock
- Taking in donations

Training/General Information

DBS Check is required for this role.

References are required for this role

Training is provided by Barnsley Hospice

- NHS Conflict Resolution
- Equality, diversity and Human rights
- Health, Safety and Welfare
- Infection prevention and control level 1
- Moving and Handling level 1
- Basic Prevent Awareness
- Fire safety Level 1
- Safeguarding Adults Level 1
- Safeguarding Children Level 1
- Data Security Awareness

Personal Requirements

Essential

- Good experience within retail
- Charity retail experience
- Merchandising experience
- On Line Sales
- Good written and verbal communication skills
- Good organisational and time management skills
- Excellent customer service skills
- Ability to constructively deal with demanding customers
- Computer literate
- Able to work within a team
- Able to use own initiative
- Honest and trustworthy

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.