

Role Profile

Job title:	Hub Retail Sales Volunteer (Saturday's)
Department:	Retail
Reporting to:	Retail Hub Manager
Role summary:	
<p>To support the Retail Hub Manager, staff and other volunteers in the smooth running of The Retail Hub.</p> <p>We are looking for volunteers who can help on a Saturday. We have two shifts available, either from 9am-12.30pm, or from 12.30pm-4pm.</p>	
Organisation summary	
<p>Barnsley Hospice is a charity that provides specialist palliative and end of life care to hundreds of local people and those close to them each year. Our main priority is to achieve the best possible quality of life for people living with a life-limiting illness, whilst supporting those close to them during the period of illness and bereavement. As a specialist care provider, the range of skills we offer include, pain and symptom management, emotional support and end of life care. The hospice currently employs about 100 people and has a team of volunteers, based both at the hospice and within our retail hub.</p> <p>We are committed to Equality, Diversity & Inclusion in all that we do and welcome applications from all sections of the community. We particularly welcome applications from Black, Asian and minority ethnic candidates, LGBTQIA+ candidates and candidates with disabilities because we are committed to increasing the representation of these groups at Barnsley Hospice.</p>	
Key duties & responsibilities	
<p>Functional responsibilities of Role:</p> <p>(Please note you only carry out the areas that you feel comfortable with)</p> <ul style="list-style-type: none">• Serving customers in the shop.• Using the till.• Helping customers to find items in the shop.• Displaying stock.• Providing customers with a positive customer experience, being helpful and polite at all times.	

- General housekeeping, ensuring the shop is clean, tidy and attractive to customers.
- Working with the Retail Sales Lead.

Volunteers must:

- Maintain complete confidentiality at all times.
- Be fully compliant with the Fire Action Plan wherever they are attending

Training/General Information
<ul style="list-style-type: none">• DBS Check is required for this role.• References are required for this role.• The following training will be provided by Barnsley Hospice:• Conflict Resolution Level 1.• Equality, diversity and Human rights Level 1.• Health, Safety and Welfare Level 1.• 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 Level 1.• Oliver McGowan Training.

Person Specification

Job title:	Hub Retail Sales Volunteer (Saturday's)	
Department:	Retail	
Reporting to:	Retail Hub Manager	
Role summary:		
To support the Retail Hub Manager, staff and other volunteers in the smooth running of The Retail Hub.		
Knowledge, Skills and Experience	Essential	<ul style="list-style-type: none">• Good written and verbal communication skills.• Good organisational and time management skills.• Excellent customer service skills• Able to work within a team.• Able to use own initiative.• Honest and trustworthy.
	Desirable	<ul style="list-style-type: none">• Retail/charity retail experience.• Computer literate.

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.