

Retail—Shop Assistant Volunteer

Charity number 511619

Hours: Weekly morning or afternoon session, some shops open 7 days a week
Report to: Shop Manager; Sales Assistants and Drivers (if applicable)
Supported by: Area manager; Head of Retail; Retail Coordinators; Volunteer Services Team

Role Summary: Enthusiastic and motivated individuals help maintain the efficient running of our charity shops, situated throughout Calderdale and help raise vital funds for Overgate Hospice. This is an exciting and rewarding opportunity to meet new people; work and learn about the voluntary sector. Full training given.

Main Tasks:

All shops

- Answering face to face and telephone customer queries
- Promoting Gift Aid
- Accepting and sorting donations to separate saleable goods from unsaleable goods
- Identify items to be sold at auction/eBay/ziffit
- Steaming/ironing to freshen and de-crease clothing (not furniture shop)
- Pricing/ticketing items and dating items to aid stock rotation
- Displaying goods/window dressing/restocking shelves
- Stock rotation
- Cash handling/cashing up
- Using EPOS – Electronic Point of Sale (till training will be provided)
- Following the returns procedure
- Assisting with keeping the shop floor and back areas clean, tidy and organised
- Promoting Hospice events

Furniture shop only

- Lifting heavy furniture
- Building/dismantling furniture
- Driving the van/drivers mate
- Collecting delivering furniture

The skills/Experience we are looking for:

- Customer service
- Communication and people skills, easily building rapport with customers
- Flexibility, ability and willingness to do a variety of jobs
- Using initiative and identifying jobs that need doing
- Basic numeracy skills

Training

- Volunteer induction (You tube 30 minute film and supporting paper pack.)
- Safe moving and handling; induction (You tube 2 minute film)

Expectations:

- An Ambassador, representing the Hospice in a positive manner
- Is respectful to all customers, volunteers and staff, sensitive to people and situations
- Understands the importance of confidentiality
- A team worker, assisting with all the tasks
- Reliable, committed and punctual
- Volunteers must operate within Overgate Hospice's policies and guidelines
- Volunteers will be medically fit to undertake the role and inform the shop manager/Volunteer Services Team of any changes
- Volunteer badge must be worn at all times

Additional information:

- Overgate Hospice operates a strict no smoking policy, including the use of e-cigarettes and volunteers must comply with the Hospice's alcohol and substance misuse policy
- Shop assistant volunteers must be a minimum of 14 years old, this includes Duke of Edinburgh students
- There is a three month settling in period

More information:

If you would like more information in relation to this opportunity please contact us.

Telephone: 01422 379151

Email: volunteering@overgatehospice.nhs.uk

Website: www.overgatehospice.org.uk