

# st michael's hospice

## Retail Assistant Volunteer Role Description

<b>Department:</b> Retail & Business	<b>Location:</b> Hospice Retail outlets
<b>Responsible to:</b> Shop Manager	<b>Vol Type:</b> Standard
<b>Length of role:</b> Long term	<b>Context:</b> Public

**Frequency:** A minimum of one ½ day shift per week

### Outline of Role:

Supporting the manager with the day to day running of the shop, ensuring it runs smoothly, safely and providing excellent service to all customers.

### Role tasks may include:

- Greeting, assisting and serving customers in a polite and friendly manner
- Assisting with processing stock, including sorting, sizing, pricing, and displaying donated items
- Operating a till to process cash and card transactions, logging sales and following Gift Aid instructions where appropriate
- Visual Merchandising - creating stylish windows and displays
- Ensuring the shop is clean, tidy and attractive to customers at all times
- Promoting the services offered by St Michael's Hospice and the importance of raising funds through the shop
- Liaising with the Shop manager to raise any concerns
- Complying with any current Covid-safety measures as directed to by the manager

### Skills and Experience Required:

- Previous experience of working in a Retail or customer service environment is desirable, but not essential
- Must have good 'people' and communication skills as this is a very customer focused role
- Numeracy skills are desirable, as this role may involve taking payments and cash handling
- Good timekeeping and teamworking skills

### Personal Qualities Required:

- Polite, friendly and able to engage with a wide range of customers and supporters
- A presentable appearance
- Must enjoy working as part of a team
- Able to work on own initiative, but also willing to follow instructions and procedures and seek assistance when required
- Open to learning new skills and attend further training if required

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## Learning Needs:

### Statutory\*

Training Module	Method	Renewal
Moving and Handling for Volunteers	e-learning	3 years
Fire Safety for Volunteers	e-learning	3 years
Health, Safety and Welfare	e-learning	3 years
Equality, Diversity & Inclusion for Volunteers	Volunteer Welcome Session <i>or e-learning</i>	3 years

*\*We anticipate that this learning will take between two and three hours depending on your level of experience in using online platforms. Support is available if you do not have access to a computer at home, or would like assistance in to complete the training. Please contact Voluntary Services for more information.*

### Mandatory:

Volunteer Welcome Session (2.5 hrs)  
Role Induction including Hand Hygiene and any local H&S requirements  
Safeguarding for Volunteers (Handbook)  
ID badge

### Departmental support:

You will receive ongoing support from your Shop Manager, and may also be required to attend occasional team meetings.

### DBS Requirement:

A DBS check is not required for this role

Read and agreed by (print name)	
Signed	
Date	