

Volunteering with Wakefield Hospice...

Role Description:

Wakefield Hospice Retail Assistant

Volunteer role in: WH Retail

Volunteer responsible to: Area Retail Manager

Volunteering location: WH Retail - various shops

Supported by: Shop Manager / Assistant Manager / Volunteer Services

Summary of Role:

To assist the salaried staff in all aspects of running the retail outlet

Usual role hours/shift:

Varies - shops are typically open Monday - Saturday 9.00am - 4.00pm

Volunteers may be asked to help with:

- Serving customers at the till
- Assisting customers to locate items in the shop and to try on if required
- Assisting with displays
- Rotation and replenishment of stock
- Changeover of stock for seasonal promotions and previews
- Answering the telephone in a professional manner
- Assisting with general housekeeping; keeping the premises clean, tidy and attractive to customers
- Being vigilant in regard to theft
- Assisting with deliveries from the warehouse
- Providing a first class customer experience, engaging with the public in a polite and helpful manner at all times
- Any reasonable requests from the managing member of staff to ensure optimum income generation

Volunteers must:

- Maintain the Hospice code of confidentiality in regard to service users, their families and carers and all business matters
- Observe and implement the Hospice policies on fire, health and safety, manual handling, infection control, safeguarding and cash handling, reporting any hazards or concerns promptly
- Participate in mandatory training and training deemed necessary for specific roles

Training:

The Hospice is committed to the ongoing training and development of volunteers, aiming to provide appropriate training for all volunteers in order to meet statutory obligations, ensure volunteers are well supported in performing their role and to provide opportunities to undertake additional training for personal development. The Voluntary Services department will ensure that volunteers are informed of, and booked on to, all mandatory and statutory training.

Mandatory and statutory training identified for this role:

- Volunteer Induction
- Mandatory training

Reporting absences:

If you are unwell, going on holiday or are otherwise unable to undertake your shift, please contact the Shop Manager as soon as possible.

Person Specification / skills required

Communicating clearly and confidently with members of the public is an essential aspect of this role. Retail volunteers are ambassadors for the Hospice and should present and conduct themselves accordingly. They need to be reliable, flexible and be able to work as part of a team.

To apply for the role, please complete a Volunteer Application form and return to Volunteer Services, Wakefield Hospice.

Email: vs@wakefieldhospice.co.uk

Post: FAO Volunteer Services, Wakefield Hospice, Aberford Road, Wakefield, WF1 4TS