

Retail Assistant

VOLUNTARY POSITION

- Location:** Various locations within South Herts
Time: 9am-1pm or 1-5pm preferred
Frequency: Flexible
Duration: On-going (min 6 months preferred)

About Peace Hospice

The Peace Hospice cares for people living with a life limiting or terminal illness and supports their families from across South West Hertfordshire. We provide inpatient care, day care, an outpatient service, complementary therapy, a hospice at home service and family services including spiritual care and bereavement support. We have a team of dedicated volunteers actively involved in helping to deliver many of our services.

Purpose of this role

We have 13 charity shops, selling a wide selection of new and used household goods, clothing, greeting cards and tickets to our weekly lottery draw. Each shop is run by a manager and supported by a team of volunteers. We rely on a team of volunteer Retail Assistants, working in shift patterns, in order help to run our shops.

Main tasks for this role

- **Sorting donated items**
- **Preparing goods for sale**
- **Operating tills**
- **Talking to customers**
- **Helping to keep the shop tidy**
- **Helping with merchandising & window displays**
- **Positively representing the Hospice**

Personal skills & qualities that you'll need

Our shop volunteers are often the first and only contact that our customers have with the Hospice. Therefore, shop volunteers providing a friendly and welcoming service help to increase the chances of customers becoming loyal supporters. You'll need these skills:

- Able to provide good customer service
- Good telephone manner
- Willingness to help others
- Approachable, outgoing and polite

Training

We're committed to providing training and development opportunities to our volunteers. New recruits receive general introduction to the Hospice as well as a personal induction to your role, delivered by your line manager. Additionally, we have a range of role-specific training courses for all volunteer roles.

Benefits and support

- Reimbursement of travel expenses, up to an agreed maximum amount
- A named line manager who will provide on-going support and supervision
- Access to volunteer meetings and social events



What we expect from you

- All voluntary roles are subject to receipt of satisfactory references from someone who is not related to you and has known you for over two years.
- Some voluntary roles involving access to vulnerable people or handling of sensitive information will be subject to enhanced Criminal Records Bureau disclosure checks
- You should ensure that you can meet the physical requirements of the role that you are applying for.

Contact us

If you are interested in this role and would like to apply, please visit the volunteering pages of our website, where you can either apply online or download an application form. Alternatively, please contact our Voluntary Services Administrator to receive a form by mail or to discuss this, or other voluntary roles.

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