

Volunteer Shop Assistant Role Description

Role: Shop Assistant

Accountable to: Head of Marketing and Income Generation

Responsible to: Shop Manager

Overall Objective: To assist in the day to day running of our Hospice at Home West Cumbria charity shop to ensure the service contributes to the overall fundraising of the service.

Location: Cockermouth, Workington or Whitehaven

Hours: Volunteer rota system

Skills required: Good customer service and communication skills
Work well as part of a team
Basic numeracy
Reliability and flexibility essential

This is a voluntary position where no pay will be given, however travel expenses can be refunded and out of pocket expenses as agreed with the Shop Manager.

Roles are subject to a 1 month trial.

Key Responsibilities:

Till Operator

- Talking to customers and welcoming them into the shop in a polite and friendly manner.
- Assist customers with their purchases.
- Perform money transactions using a till.
- Receive donations dropped into the shop.
- Ensuring the shop is kept tidy and free from hazards.
- Restocking shelves.

Store Room Assistant

- Receive donations dropped into the shop.
- Sorting through donations. Checking condition for selling or recycling.

Steaming Assistant

- Steaming of clothes that have been identified as suitable to sell.
- Ensuring the shop and store room are tidy and free from hazards

Product Pricing Assistant

- Pricing clothes, books and toys etc, using the guidelines for the Hospice shop.
- Tagging items for sale and writing correct prices.
- Restocking shelves.
- Ensuring the shop and store room are tidy and free from hazards.

General:

- Be respectful and polite to all customers, volunteers and staff members.
- Respect the confidentiality of any information held in relation to past or present patients, carers, staff and other volunteers.
- Attend Health & Safety and other training specific to the role.
- The organisation is a no-smoking area for staff and volunteers.
- Promote the aims and objectives of Hospice at Home West Cumbria.
- Maintain confidentiality of any information gained whilst working as a volunteer.
- Participate in all training sessions as required to ensure a safe volunteering experience. All training will be provided free of charge.
- Assist with other roles within the shop as identified by the shop manager.