

**Volunteer Role Description**

**Role**: Retail Sorting Assistant

**Responsible to:** Retail & E-commerce Coordinator

**Overall Objective:** To assist in the day to day running of the sorting areas within our shops and donation centre, contributing to the effective and efficient running of the charity’s retail service.

**Location:** Cockermouth or Workington

**Hours:**  To be agreed with the supervisor

Generally, a minimum of 4 hours per week on a rota system

**Skills required:**

Able to work under pressure in a busy environment

Good customer service and communication skills

Good organisational skills and able to follow instructions

Work well as part of a team

Basic numeracy, literacy and IT skills

Reliability and flexibility essential

Physically fit

Positive can do attitude

This is a voluntary position where no pay will be given, however it is our policy to pay reasonable expenses such as travel and associated costs.

**Roles are subject to a one month trial.**

**Key Responsibilities:**

Customer Service

* Greet donors and accept their donations in a polite and friendly manner.
* Ensure donors have the opportunity to gift aid donations and assist with completion of relevant forms
* Help donors with any enquiries they may have
* Answer telephone calls in a polite and friendly manner and communicate any messages to the right department
* Maintain good relationships with our neighbouring shops

Sorting

* Sort donations and identify items that are fit for sale in our shops
* Identify any items which are suitable for sale to the rag merchant
* Identify any items which may be suitable for sale via eBay or other online sites
* Prepare sellable items for distribution to our shops via the van
* Communicate any relevant messages to the van volunteers and/or shop teams
* Follow instructions from the shop teams regarding stock deliveries
* Undertake relevant training regarding sorting and stock preparation
* Prepare, steam, tag and price items for sale

Health and Safety

* Ensure the workplace is kept tidy and free from hazards
* Adhere to the organisation’s health and safety procedures
* Undertake health and safety training as required

**General:**

1. Respect the confidentiality of any information held in relation to past or present patients, carers, staff and other volunteers.
2. Undertake mandatory training via eLearning and any other training specific to the role.
3. Always act in accordance with the values and behaviours of Hospice at Home West Cumbria.