

Retail Volunteer

Role Description

- Role title:** Retail Volunteer, Blythe House Hospice
- Accountable to:** Retail Manager
- Reports to:** Shop Manager (Buxton; Whaley Bridge)
Retail Manager (Chapel-en-le-Frith; New Mills)
- Times:** Days and hours as agreed with Retail Manager

Purpose of the Role

To raise funds for Blythe House Hospice by providing an efficient and effective service to customers and promoting the work of the Hospice.

Responsibilities (these will vary depending on the shift)

- Demonstrate high standards of customer care at all times
- Prepare the shop for opening, in line with shop opening procedures
- Sort, price and display donated stock in accordance with guidelines
- Ensure that stock is rotated regularly
- Contribute to the attractive and effective presentation of stock and other displays
- Ensure that the shop is tidy and clean
- Ensure accuracy in the handling and accounting of monies
- Close and secure the shop at the end of the trading day, in line with shop closing procedures
- Present a smart, neat appearance when in the shop
- Maintain an awareness of the work of Blythe House Hospice and promote the services it offers appropriately
- Be punctual and reliable; undertake the role as agreed and according to the rota
- Work effectively as part of a team
- Participate and contribute to relevant staff/volunteer information and training
- Comply with relevant Blythe House Hospice policies and procedures at all times

Qualities and Skills required

- Good standard of numeracy
- A polite, friendly and helpful attitude to all customers
- Ability to select appropriate stock and present it attractively
- Ability to act on own initiative
- Understanding of, and ability to demonstrate, discretion and confidentiality
- Reliability and punctuality
- Ability to work effectively with others as part of a team, showing respect and consideration for their opinions

Continued over....

Training

Training is organised by the Retail Manager and is tailored to suit the individual needs of each volunteer. It will include:

- One to one sessions with the Retail Manager or an experienced volunteer covering all areas of shop activities
- Working with experienced volunteers in the shop
- Group training sessions when new initiatives are introduced
- An annual meeting at Blythe House

All shop volunteers are required to follow the principles and best practice guidelines in the 'Guidelines and Procedures for Shop Volunteers' handbook.

Expenses

Blythe House may, in some circumstances, offer a reimbursement of reasonable expenses that are incurred through undertaking a volunteer role. Please ask the Retail Manager for information.

July 2013