

RETAIL VOLUNTEER ROLE DESCRIPTION

ABOUT WILLOW BURN VOLUNTEERS

Volunteers use their time, skills and experience to enhance the provision for our patients and to support the staff in delivering a high quality experience for all and as such will:

- Have enthusiasm and commitment to Willow Burn Hospice, our mission and values.
- Give a realistic time commitment, whilst there is no minimum number of hours required, most of our volunteers give at least four hours a week.
- Work under the direction of staff to deliver a high quality service
- Respect the privacy of patients and families
- Undertake training necessary for the role
- Make links with the community and share Willow Burn's messages

OUR VISION

A community that holds no boundaries in treasuring lives through the provision of specialist supportive, palliative and end of life care.

OUR VALUES

Passionate – we are passionate about delivering an outstanding service to people in our community.

Accountable – we are a responsible organisation that people can trust.

Respect – we are respectful and considerate, ensuring dignity at all times.

Caring – care and compassion is at the heart of everything we do.

Empowering – we support and enable people to take control and achieve their goals.

Loyalty – we are committed to improving the lives of people in Derwentside.

PURPOSE OF THIS VOLUNTEER ROLE

To work as part of the volunteer team - receiving, sorting and preparing stock for sale.

Merchandising goods for sale, customer service on the shop floor and checkout, general housekeeping duties.

POINT OF CONTACT

Shop Manager

TASK DESCRIPTION

- To assist customers making donations of stock to the Community Shop ensuring that the Gift Aid process is followed

- To ensure that stock is stored safely and securely and does not pose a trip or fire hazard or block any fire exits within the building
- To empty and sort all bags and boxes of donated stock, using the shop health and safety guidelines
- To sort through bags, separating clothes into ironing/ steaming recycling and items to go directly to be priced and put on the shop floor
- To iron or steam press or clean any items requiring it
- Ensure that all items are clean, undamaged and priced before entering the shop floor
- Using the appropriate hangers, to present the items for sale, ensuring the size, price, rotation date and Gift Aid information are clearly displayed on the label
- To separate all items to be recycled into rags, hard rags and bric-a- brac. Then place all items for recycling
- To ensure that all items made available for sale adhere to UK Trading Standard guidelines
- To assist during opening hours - (9.30am – 4pm) Monday – Saturday
- Ensure the shop floor and back store area is clean and tidy which may involve hoovering, mopping, dusting, clearing/washing dishes, cleaning and washing of work surfaces and toilet, cleaning windows, emptying bins and checking the shop externally for debris.
- Work as part of a team to ensure smooth running of the shop both on the shop floor and in the back store area by maintaining a flow of prepared stock to the shop floor every day.
- To assist in the preparation and delivery of seasonal window displays and in store promotions, such as sales or special offers
- If required, to cover staff absence or lunch breaks on the shop floor
- To communicate effectively with shop floor volunteers with regard to customer enquiries
- To communicate any absence to the Shop Manager or Duty Volunteer as soon as possible.
- The above is indicative of the tasks to be carried out and will change from time to time in consultation with the volunteer and in line with service needed.
- To be responsible for own and other's Health and Safety and to report incidents and near misses to the Shop Manager or Duty Volunteer.
- All duties are to be carried out in accordance with the law, Willow Burn's philosophy, the placement contract (if applicable), Willow Burn policies and procedures, in the spirit of fairness and equality and other professional guidelines.

PERSONAL SPECIFICATION FOR RETAIL VOLUNTEERS

- Excellent customer service skills
- Good communication skills
- Team player

- Good sense of humour
- Tact and diplomacy in dealing with a variety of situations
- Self-awareness and able to use own initiative
- Caring and compassionate approach
- To respect the privacy and confidentiality of donators and customers at all times
- Understanding of equality and diversity
- Ability to carry out safe manual handling and to be prepared to lift items/donations.

ADDITIONAL REQUIREMENTS

- To ensure in all circumstances that you represent Willow Burn in a positive light.

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All duties are to be carried out in accordance with the law, the Willow Burn Hospice philosophy, policies and procedures, the placement contract (if applicable) and in the spirit of fairness and equality and other professional guidelines.