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| **https://lh3.googleusercontent.com/rRVX-g30EIT9No0geyWTgvUX2ahIlLrHlsFFoEKx6JnEl_7gCPkKqig9uiZ0llWCj5DYGR53TR2n9kOx9cRqNDVve-p23oa6vqUoMf81GA2vyhQ-gkFuVdl_vRL95CawHemxO27E****Store Volunteer Role Description** |
| **Role Summary** |
| To support the Store Manager/Supervisor in generating sales from donations whilst working as part of a team delivering outstanding customer service ensuring all Hospice standards are met and maintained. |
| **Time Commitment** |
| We are looking for a commitment of ideally a minimum of one session per week – Monday to Sunday either 9am to 1pm, 10.00am -2.00pm or 1pm to 5pm. Start and finish times can be flexible. |
| **Responsible to** |
| Store Manager/Deputy Store Manager/Supervisor  |
| **Key Responsibilities** |
| * Ensure a high level of customer service is maintained by being helpful, courteous and knowledgeable about all products sold.
* Build customer loyalty by acknowledging and developing a rapport with customers.
* Offer regular feedback from customers to the Store Manager and the Store Supervisors.
* Know how to accept and process donations in a polite and empathetic manner always promoting the benefits of Gift Aid.
* Know retail policies, processes and procedures such as donation sorting, pricing, visual merchandising, stock ordering and processing Gift Aid sales.
* Be confident and accurate when using the till for both cash and card sales.
* To have a friendly telephone manner, understanding the importance of following up required actions passing on messages for example.
* To promote public understanding and support within the local community of the work of Nightingale House and the importance of raising funds through events and the lottery.
* Complies with Health and Safety at Work and Manual Handling Legislation
* Follow Hospice procedures in regards to data protection and confidentiality
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| **Skills and Qualities required.** |
| * Positive with a professional attitude
* Pleasant and approachable with a friendly personality
* Be able to work under pressure
* Conscientious and committed to providing excellent customer service
* Willing to work as part of a team
* Flexible and adaptable to change
* Compassionate and caring
* Reliable
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| **Benefits of volunteering at NHH**  |
| * An opportunity to make a difference
* Develop new and existing skills and experiences to add to your CV
* To meet new people and be part of a professional team
* A reference that can be used for future employment
* Training and induction relevant to the role
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| **Other Relevant Information** |
| * You must be at least 16 years of age
* Have two character references satisfactory to NHH are required
* You must comply with NHH policies and procedures
* All volunteer roles are subject to the satisfactory completion of a 3 month probationary period.
* All volunteers are required to attend training in line with NHH policies and guidelines
* All volunteers have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Volunteers are required to co-operate with management to enable the Hospice to meet its own legal duties and to report any hazardous situations or defective equipment.
* You are expected to maintain the confidentiality of information about patients, members of the public and staff in accordance with hospice policies and data protection legislation
* This role is subject to a basic level Disclosure Barring Services Check
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| Signed.................................................................. Date........................................................... |