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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 |
| **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 |
| **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 |
| **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........................................................... |