**Retail Volunteer Role Description**

**TASK DESCRIPTION**

Depending on the needs of the shop and your interest, you may be involved in the following:

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* Providing excellent customer service on the shop floor.
* Using the shop's guidelines to sort and price a variety of donated items.
* Receive donations from the public and ensure they are stored safely.
* Maintain excellent housekeeping standards across all areas.
* Creating attractive displays across the shop.
* Promoting our Gift Aid scheme.

We encourage our shop volunteers to develop an understanding of all aspects of the shop's work so that they can support the whole team as necessary.

**YOUNG VOLUNTEERS**

 Duke of Edinburgh Awards, Welsh Bacc/Advanced Skills and college students are welcome to volunteer alongside a member of staff.

**PERSONAL SPECIFICATION FOR RETAIL VOLUNTEERS**

* Follow all Health & Safety requirements.
* An interest in retail and customer service.
* Ability to work within St Kentigern Hospice’s shop guidelines.
* Accuracy and attention to detail.
* Good communication skills.
* Team player.
* Self-awareness and ability to use initiative.
* Commitment to St Kentigern Hospice’s values of empowerment, accountability and inclusiveness.

**ADDITIONAL REQUIREMENTS**

• To ensure in all circumstances that you represent St Kentigern Hospice in a positive light.

• The above is indicative of the tasks required and will change from time to time in consultation with the volunteer and in line with service needs.

 • All duties to be carried out in accordance with the law, Hospice philosophy, policies and procedures and in the spirit of fairness, equality and other professional guidelines.