

## **Role Description**

### **Locally Based Shop Volunteer**

**Managed by:** Shop Manager/Assistant Manager

**Volunteering Sessions:** 4 hours a week

**Role Summary:** To assist with volunteer duties across a collection of shops in the local area and to provide support according to Rota requirements. You will have a primary location and line Manager but may be required to volunteer in other local shops occasionally to support our customer needs.

**Shop Locations:** **To be based at one of a number of shops, all of which are relatively close to each other.**

#### **Role Responsibilities**

It is essential everyone receives a warm, friendly and professional welcome on arrival (including incoming telephone calls) and an appropriate acknowledgement when they leave.

- Identify and meet customer requirements
- Answer telephone calls in the absence of the shop manager
- Accept incoming monetary donations and use the correct donation procedures taught in training or ask a Manager.
- Accept incoming stock with thanks and appreciation.
- Encourage all those with donations to sign up to our Gift Aid Scheme
- Help with tea/coffee breaks.
- Maintain a tidy, clean and safe shop environment
- Sale of Lottery tickets

#### **Personal Responsibilities**

- Display a professional welcoming and caring attitude at all times
- Treat all information with the utmost confidentiality at all times.
- Inform the shop manager of any absences as soon as possible
- Be aware of Health and Safety Regulations
- Attend training sessions as required
- Seek help or support when needed

Volunteers must complete relevant initial training and be assessed as competent and confident for shop duties.

Volunteers can claim out-of-pocket expenses incurred traveling between home, (or work) and their local Prospect Hospice Shop upon completion of the appropriate claim form available from the Shop Manager.

### Helpful Skills and Experience

<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>
<b>Presentation/impact</b>	Excellent first impression Good ambassador for Prospect Hospice	
<b>Experience</b>		Previous retail experience
<b>Knowledge &amp; skills</b>	Good customer service skills. Good communication & interpersonal skills	
<b>Special aptitude</b>	Comfortable working into one of a number of established teams as a “Flexible Location” volunteer	
<b>Disposition</b>	Confident Team worker Enthusiastic Reliable	
<b>Circumstances</b>	Happy to be allocated to an alternative shop location within the Linkage at relatively short notice	Happy to help with extra cover