

SHOP ASSISTANT VOLUNTEER

LINE MANAGER: Shop Manager

LOCATION: St Luke's Charity Shop

DESCRIPTION OF ACTIVITIES

In this role, your aim will be to

Adopt a friendly manner and good communication skills when dealing with our customers, whilst learning aspects of working as part of a successful Retail Team in the Charity sector. To use your skills and time in supporting the shop to generate revenue to allow St Luke's Hospice to continue to develop and deliver its vital services in the local community as well as helping to support and deliver on the key values of St Luke's Hospice at all times whilst volunteering with us.

Activities to be trained on

- To help with cash handling and till operation as required.
- To aid with stock room and shop floor efficiency as part of the systems put in place by the Shop Manager.
- Help to promote Gift Aid and the benefits it brings to St Luke's Hospice Plymouth.
- Conform to our basic Health, Safety and Security at work guidelines.
- Helping to maintain the cleanliness of both work areas, and equipment used, throughout the shop operation.
- Preparing donated goods for sale , including - receiving, sorting, pricing, displaying/selling of all.
- Maintaining the safety and security of goods and materials throughout the shop.
- Contributing to the sorting of goods and materials for recycling or safe disposal.
- A positive contribution to the level of customer service offered in the shop.

St Luke's Volunteer Services

Tel: 01752 401172 • Email: volunteer@stlukes-hospice.org.uk

www.stlukes-hospice.org.uk

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DESCRIPTION OF ACTIVITIES

Communication and Relationships

- Willingness to communicate openly and honestly with Shop Manager
- Building of trusting relationships with our customers to provide a brilliant and consistently good customer experience
- Effective team-working with other staff and volunteers in-store to ensure we are all working towards the same goals
- All other liaison with Warehouse and Retail teams as required

Knowledge, Training and Experience

No experience is necessary as full training will be given – however, if there are any retail related skills you would like to gain – we might be able to help!

Freedom to act

To be discussed as part of ongoing development with the Shop Manager.