

VOLUNTEER ROLE DESCRIPTION

TRADING - Shops

Retail Shop Assistant

ORGANISATION DESCRIPTION

Demelza Hospice Care for Children is a registered charity which provides support for families who have a child with a life limiting or life threatening condition. Demelza has hospices in Kent and South-East London and has a community team of nurses in East Sussex. Our volunteers carry out a vital role supporting staff in every area of the organisation. Help Demelza support those who may not live a long life to live a full life.

ROLE – DUTIES - RESPONSIBILITIES

Volunteers will assist staff/volunteers undertaking various tasks, including:-

- ◆ Sorting through donations – selecting suitable items for sale, re-stocking/rotation of stock.
- ◆ Steaming clothes for best presentation.
- ◆ Pricing [guidelines provided], ticketing and display of products attractively, internally on shelves and rails and in the window.
- ◆ Dealing with customers and enquiries – face to face, and on the telephone.
- ◆ Using the till to take payments, process refunds and cash up at the end of the day.
- ◆ Promote/encourage customers to sign up for Gift Aid and process donations efficiently.
- ◆ Moving/handling - the post requires a major element of lifting shop supplies and merchandise.
- ◆ Maintain high standards of housekeeping, organisation, safety and cleanliness throughout the shop, stock room and staff areas.

Dress Code: Presentable appearance, clean, neat and tidy, comfortable shoes

Reporting To: Shop Manager

SKILLS and QUALITIES

You will need to be able to:-

- ◆ Present a cheerful disposition with good interpersonal skills
- ◆ Be confident in dealing with a whole range of people – customers, staff/volunteers
- ◆ Be reliable and dependable
- ◆ Be flexible – you may be asked to help out with new or less familiar tasks
- ◆ Show confidence in handling money if operating the till
- ◆ Interact with the shop manager and other volunteers as part of a team
- ◆ Function on your own/unsupervised as required
- ◆ Comply with all Health and Safety regulations at all times

Optional:- Some previous retail trading experience and customer service awareness would be an asset/ desirable, but not essential. [However, you may prefer to specialise within the back-room environment – we will always try to position you where you feel most comfortable.]

TIME COMMITMENT

Specific times will be as agreed with allocated point of contact.

- ◆ Volunteers should be prepared to make a regular commitment to suit personal availability

Shop opening times:

- ◆ 9.00 am – 5.00 pm – Monday - Saturday
- ◆ 9.00 am – 1.00 pm – Morning shift
- ◆ 1.00 pm – 5.00 pm – Afternoon shift

Sunday work may be required in some outlets.

Occasional holiday cover required and welcomed as necessary.

LOCATION

You will be based at:-

- ◆ A specified shop of your choice in Kent, Sussex or South East London

BENEFITS OF VOLUNTEERING FOR DEMELZA

What will you gain by volunteering for Demelza?

- ◆ Enjoyment of meeting a variety of new people
- ◆ Gain new skills and experiences
- ◆ Opportunity for others to learn and benefit from your skills and experiences
- ◆ A huge sense of satisfaction in knowing you are helping others and making a difference
- ◆ Acknowledgement that Demelza would not be able to offer the services and care to families without the commitment of volunteers

TRAINING & SUPPORT

You will be given full 'on the job' induction training plus a generic Hospice Volunteer Handbook. You will need to read through the Handbook which covers mandatory training such as Moving & Handling, Fire Training, Data Protection and Safeguarding, etc. Specific, specialist training will be provided where appropriate/relevant to the area you will be assigned to.

We hope that you will find our staff and volunteers friendly and approachable, and grateful for any assistance you can give.

RECRUITMENT PROCESS

Please obtain and complete the Volunteer Application form which is available from:-

- ◆ Download from our website – www.demelza.org.uk
- ◆ Contact us directly by e-mail – volunteering@demelza.org.uk
- ◆ Telephone our main switchboard at Demelza Kent – **01795 845200**
- ◆ Call in at one of our shops near you

When completed, send to Voluntary Services Dept., Demelza Kent, Rook Lane, Bobbing, Sittingbourne, Kent, ME9 8DZ.

Applicants will be invited to attend for an informal chat and if successful will be invited to join our team, after completion of two references and DBS (Disclosure & Baring Service) check [if applicable].

OTHER INFORMATION

Some volunteering opportunities at Demelza Hospice Care for Children will require an enhanced Disclosure check by the DBS – this does not mean that you cannot volunteer for us if you have a previous conviction. Demelza Hospice Care for Children conforms to all aspects of the Rehabilitation of Offenders Act 1974.

Volunteers must participate in occasional training/information sessions and respect the policies of Demelza Hospice Care for Children. Where applicable Volunteers must be prepared to undertake regular updating of Mandatory training as and when required.

Demelza Hospice Care for Children operates a non-smoking policy throughout all its buildings and shops.

CONTACT US

For an informal discussion with no obligation - please telephone the following number:-
Demelza Kent – **01795 845200**

Thank you for choosing to give your valuable time to Demelza Hospice Care for Children