

Volunteer Role Description

Retail Assistant

Overview of role:

To help Wirral Hospice St John's raise money through our retail shops to enable the hospice to continue providing vital palliative care to the Wirral Community.

Activities you will be involved in:

- Providing excellent customer service and welcoming environment.
- Receiving donated stock and preparing for sale – sorting, steaming and pricing.
- Encouraging & prompting Gift Aid.
- Processing sales on electronic point of sale.
- Merchandising and window display.
- Stock replenishment.
- Maintaining housekeeping standards.
- Promoting the Wirral Hospice brand.

What we are looking for:

- Ability to lift and move stock when needed.
- Ability to communicate effectively.
- Ability to work as part of a team and willing to develop skills.
- Calm, friendly and approachable.
- Good time keeping, reliable and trustworthy.
- Basic numeracy
- Understanding of boundaries and confidentiality.
- Enthusiastic to raise funds for Wirral Hospice St John's

Time commitment:

We are looking for volunteers able to commit to one 4-hour session per week.

Anything else you need to know:

- Volunteers are required to maintain confidentiality around patient and Hospice information.
- We can accept volunteers aged 16 and above.
- Training where identified will be provided.

