

Volunteer Role Description

Retail assistant – Charity shops

Department	In one of our Eleven shops across the Wirral
Days & Frequency	Monday to Saturday - one 3-4 hour session a week

Overview of role:

To help Wirral Hospice community shops generate vital funds to provide services and care to patients with life limiting illnesses and to support their families and carers. If you enjoy helping customers, have a passion for all things retail and have good communication skills then volunteering in our shops may be just the role for you. There are various days and hours available, depending on the shop location, however a minimum commitment of 3-4 hours per shift is preferable. No previous experience is necessary as full training will be provided.

Activities you will be involved in:

- Receiving donated stock, including gift aid form
- Preparing stock - sorting and steaming
- Pricing items appropriately
- Replenishing stock within the shop
- Maintaining housekeeping and shop standards
- Using till to serve customers
- Meeting, greeting and helping customers
- Promoting the Wirral Hospice brand

What we are looking for:

- Able to work as part of a team or on own initiative with flexibility
- Good communication and numeracy skills
- Able to lift and move stock as required
- Calm, friendly and approachable
- Understanding of boundaries and confidentiality

Time commitment:

We are looking for volunteers able to commit to one 3-4 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.