

RETAIL: FURNITURE CENTRE RETAIL ASSISTANT & DRIVERS MATE

ROLE BRIEF



WHY VOLUNTEERING WITH NORTH DEVON HOSPICE IS AWESOME:

Time is the most precious thing you can give. You want to make sure it makes a difference. By giving your time as a volunteer for North Devon Hospice, we guarantee you will be having a positive impact on someone's life, when it matters most.

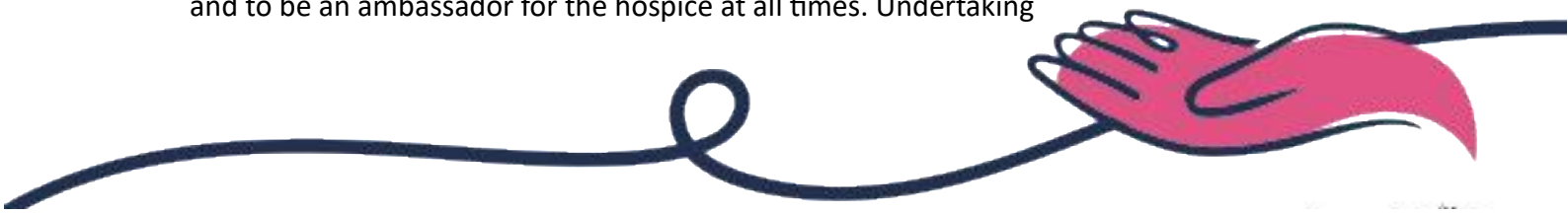
You might volunteer in a team working directly with the patients and families we care for, or with our support teams who help make that care possible. Either way, you will making sure that someone facing a life-limiting illness like cancer does not have to face it alone. Thank you.

THE AIM OF THE ROLE:

North Devon Hospice has a network of charity shops across North Devon raising essential funds so that the hospice can continue providing care and support locally. Our retail team provide a warm, friendly, and welcoming environment for our customers whether they are in one of our retail outlets, in the warehouse or on the phone. This volunteer role supports the furniture shop manager with the day to day running of the shop, drivers mate and are ambassadors for the hospice.

WHAT'S INVOLVED?

Great customer service, ensuring our customer are made to feel welcome and are offered any help and advice as required. Receiving and processing donations, replenishing stock on the shop floor, processing sales and taking payments using the electronic till system. Going out on the furniture vans to assist with loading and unloading of furniture and donated goods. Assisting staff where directed and always maintaining a clean and safe environment and to be an ambassador for the hospice at all times. Undertaking



any other tasks as requested or appropriate within the nature of the role. This role will involve heavy and repetitive lifting.

WHAT THE HOSPICE OFFERS:

- A safe, welcoming and supportive environment
- You will be part of a dedicated and friendly team
- An induction & full training and guidance given on all aspects of the role
- The opportunity to utilise existing skills or develop and learn new skills
- The opportunity to meet new people
- Regular social events throughout the year to meet other volunteers and staff across the organisation and to thank you for your contribution
- Reward and Recognition Long Service Award for our volunteers
- The knowledge you are directly contributing to the care & support offered to our patients and their families we care for
- Reimbursement of reasonable travel expenses once agreed in advance

WHAT YOU CAN OFFER US:

- An ability to work as part of a team in a busy environment
- A friendly, approachable and non-judgemental manner with a good attention to detail
- Confidence handling cash/payment cards and processing sales through an electronic till
- Be able to maintain confidentiality and have an awareness of maintaining boundaries
- Good communication skills & an ability to relate to people from all backgrounds
- Previous retail experience is desirable
- A willingness to undertake training and to follow NDH policies and guidelines
- An agreement to follow all safety & infection control measures
- An adaptability to changing trends and requirements

