Volunteer Role Profile

Role Title	Shop Volunteer
Time commitment	There is no minimum time requirement, so you do not need to commit to volunteering every day. On your application form please specify your availability. The volunteer shifts will be broken down to a morning or an afternoon shift (9am-1pm), (1pm-5pm) but might be subject to change.
Point of contact	Shop Manager
Location	St Raphael's Charity shop. The shops are located in Wimbledon Village, Sutton, Rosehill, Carshalton, Banstead, Raynes Park, New Malden, Stonecot Hill & Cheam Village.
Why we need you?	**Support the shop managers and fellow volunteers to give the best possible service to our customers for the success of our shops.**
What will I be doing?	○ Sorting through donations to identify suitable items for sale. ○ Preparing goods for sale by steaming, spot cleaning and labelling. ○ Replacing items which are sold from the window and shop floor. ○ Help keep the shop looking clean and tidy at all times. ○ Undertake customer service training recognising our goal to provide exceptional customer service. ○ Undertake Gift Aid training and understand the value it can have to the Hospice. Keep good records and ensure that we maximise on the generosity of these donors. ○ Deal with Donors in a professional manor maintaining the good will of the public and reputation of the hospice when they are donating. ○ Support the manager in the safety and security of staff, volunteers and stock. ○ Support promotions and Events. ○ Processing sales, using the EPOS till system. ○ Help unload vans and customer cars.

What makes a good Donation Centre Volunteer?	○ Have an interest in the work of the Hospice and want to support your community. ○ Numerate with good communication skills. ○ Be a team player with a **FUN** and flexible in approach.

St Raphael's
Your Local Hospice

	○ Be motivated, dedicated and have a willingness to learn. ○ Ability to manage tasks. ○ Be pleasant and professional. ○ Good time keeping and the ability to reach deadlines is essential.
Induction and Training	○ Your induction and training will provide you with an opportunity to get to know the wider team and ensure you are familiar with the role and feel comfortable. ○ The induction and training will lead straight into your first shift, which will give you a taster of what the role will entail. ○ Prior to your shift you will be given a guidance document that will provide key information and our volunteer policies and procedures.
What's in it for you?	○ Lots of **FUN** & being part of a friendly team ○ Satisfaction of helping get the shops open when lockdown is lifted. ○ It will allow you to get involved in your local community and meet new friends. ○ You will gain valuable experience such as: Teamwork, communication and using your initiative. ○ Boost your confidence and your CV for future jobs – we will provide you with a reference. ○ We will reimburse reasonable out of pocket travel and parking expenses ○ Provide Lunch and other refreshments ○ Provide a unique volunteer T-shirt
What to do if you are interested	Please complete the registration form. If you are successful, the volunteer lead will contact you for an informal discussion. If you have any further questions, please email **We look forward to hearing from you!**