

# Thames hospice

## Volunteer Role Description

**Role:** Customer Service Assistant- Maidenhead

**Location:** Thames Hospice Maidenhead – 51 High Street

**Hours:** Flexible, ideally 4 hours per week

**Volunteer Manager:** Julie Trenga, Shop Manager

## Purpose of role

Join our friendly team in Maidenhead in this special role which aims to help customers browsing in our flagship store and to keep the store looking presentable.

## Main tasks

- Helping customers with directing them to relevant sections of the store
- Answering their queries or directing them to a member of staff
- Helping to ensure the shop looks presentable, including picking up any items that have fallen or arranging displays that have been put out of place
- Serving customers on the till if required
- Packing or wrapping sold items up
- Helping to stock the rails and shelves with new items

## Training and Support

- We will provide the training you need to feel confident in the role
- The shop manager and other employees will be available give advice and assist you, as well as other experienced volunteers in the team
- You will receive mandatory Health and Safety training

## Special conditions

- Over school leaving age (16+)

## Knowledge, skills and abilities required

- A friendly and approachable manner
- To be interested in the work of Thames Hospice
- Good communication and interpersonal skills
- The ability to get along with people and work as part of a team
- Basic numeracy skills

## Thames Hospice Values

*Compassion, Excellence, Collaboration, Integrity, Respect, Ambition, Commitment*

Pine Lodge, Hatch Lane, Windsor, Berkshire SL4 3RW

Call 01753 842121

[www.thameshospice.org.uk](http://www.thameshospice.org.uk)   

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