

Thames hospice

Volunteer Role Description

Role: Retail Assistant

Location: Thames Hospice shops

Thames Hospice has charity shops in the following locations:

Amersham, Binfield, Blackwater, Bracknell (opening Autumn 2018), Crowthorne, Dedworth, Farnham Common, Gerrards Cross, Henley-on-Thames, Langley (opening Autumn 2018), Maidenhead, Marlow, North Ascot, Sandhurst, Sunninghill, Uxbridge, Windsor, Wokingham and Woodley, plus a Home store and Distribution Centre in Dedworth

Hours: Flexible

Volunteer Manager: Shop Manager, at location

Purpose of role

To help Thames Hospice generate the income to provide services and care to patients with life limiting illness and to support their families and carers

Main tasks

- Talking to customers and making them feel welcome in the shop
- Advising and helping customers as they browse
- Visual merchandising- ensuring the shop looks it's best and is on-trend
- Receive donated goods and sort, price and prepare for sale
- Operating the till and dealing with various types of payment
- Answering customer enquiries
- Keeping an eye on the security of the shop
- Maintain a clean and safe working environment
- Promote Gift Aid, the Hospice Lottery and other incentives

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

- 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   

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