

# Thames hospice

## Volunteer Role Description

**Role:** Retail Assistant

**Location:** Thames hospice shops

Thames hospice has charity shops in the following locations:

Binfield, Blackwater, Bracknell, Camberley, Caversham, Crowthorne, Dedworth, Farnham Common, Gerrards Cross, Henley-on-Thames, Langley, Maidenhead, North Ascot, Old Amersham, Sandhurst, Sunninghill, Uxbridge, Windsor, Wokingham and Woodley, plus a Home store and Distribution Centre in Maidenhead

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

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Thames hospice is committed to being an equal opportunities organisation; to promoting equal opportunities and preventing discrimination. Thames hospice is also committed to safeguarding and promoting the welfare of all service users, volunteers and staff and expects all volunteers and staff to share this commitment.

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