

VOLUNTEER ENROLMENT FORM

Charity Shops



Thank you so much for your interest in volunteering. Our charity shops play a major role in supporting the Hospice financially, in building relationships with the local community and of course, in promoting our reputation. It costs £6.3million a year to fund Hospice services, and with all charity shop profits going directly into this service provision, your contribution as a potential volunteer is invaluable. Your support could make a great deal of difference to St Mary's and the patients and families we care for.

Which shop would you like to volunteer in? _____

Personal Details:		
Title:	Surname:	Forename(s):
Address:		
		Postcode:
Home Tel:	Mobile Tel:	
Email:	Date of Birth:	

References: *Please give details of two people who we can write to for a reference. Ideally one person should know you in a professional capacity e.g. from somewhere you've worked, volunteered or studied. Your references should not come from family members, people who live at the same address as you, or Hospice staff. If you are having difficulty thinking of anyone, please get in touch to chat about other options.*

Name:	Name:
Relationship:	Relationship:
Address:	Address:
Postcode:	Postcode:
Tel No:	Tel No:
Email:	Email:

Emergency Contact: *Please tell us who we should contact in case of an emergency.*

Name:	Name:
Relationship:	Relationship:
Address:	Address:
Postcode:	Postcode:
Tel No:	Tel No:

Volunteer Shop Assistant



Responsible to: Shop Manager(s)

Accountable to: Retail Manager

Making A Difference

A charity shop requires the best of retailing. The success of any shop is through team effort and involves everyone striving together to succeed. Our shops generate income so that the Hospice can carry on its work in our local community; we do this through maximising sales of the goods donated to us and offering our customers the best customer shopping experience. We want our shops to be the best and stand out from other shops whether they are charity or other retail. Our volunteers are at the heart of all these operations.

Key Duties

- To maximise sales through:*
- ✿ Welcoming and assisting customers, providing service to the highest standard
 - ✿ Ensuring all donors are thanked and feel valued for their contribution
 - ✿ Helping sort, clean, steam, price, display and rotate stock following shop guidelines
 - ✿ Identifying collectibles / antiques and highlighting these to the Manager
 - ✿ Creating attractive shop floor displays
 - ✿ Creating eye-catching window displays
 - ✿ Dealing with customer purchases, cash handling and operating the till
 - ✿ Keeping the shop clean, tidy and well stocked
 - ✿ Assisting the managers in ensuring stock and cash security
 - ✿ Assisting the managers in welcoming and training new members of the shop team
 - ✿ Promoting public understanding of the work of the Hospice and the importance of raising funds through the shop and the difference it makes
 - ✿ Undertaking and completing all training required for the role

General Duties

- ✿ Representing and being an ambassador for the Hospice
- ✿ Ensuring the health and safety of customers, staff and fellow volunteers by following shop procedures and identifying hazards
- ✿ Participating in security checks including the bag checking programme and fully adhering to all aspects of loss and prevention policies and guidelines
- ✿ Participating in 1:1's with shop manager
- ✿ Attending and sharing your thoughts and ideas at shop meetings
- ✿ Handling complaints and concerns according to shop/Hospice guidelines
- ✿ Assisting with refreshments for fellow team members e.g. making tea and coffee
- ✿ Answering the shop phone in a courteous and professional manner

Will the role suit me? YES, If you are.....

- ✓ Enthusiastic & cheerful with a positive attitude
- ✓ Trustworthy & honest
- ✓ Reliable, flexible, dependable
- ✓ Respectful of diversity
- ✓ A good communicator who enjoys interacting with people
- ✓ A team player
- ✓ A good organiser
- ✓ Enjoy working with the public
- ✓ Passionate about helping families in your local community