

## Volunteer Role Profile: Volunteer Shop Assistant

<b>Where:</b>	One of our 14 shops in: Billingshurst, Burgess Hill, Caterham, Crawley, Dorking, East Grinstead, Hassocks, Haywards Heath, Horley, Horsham, Redhill, Reigate, Oxted
<b>When:</b>	9.30am - 1pm or 1pm - 5pm Monday/Tuesday/Wednesday/Thursday/Friday/Saturday Our House & Home Store in Crawley also opens on Sundays
<b>Managed by:</b>	Shop Manager, Trading Team

### About:

Do you want to gain experience in retail, window dressing and customer service or are you simply looking for a rewarding way to meet people and help a local charity?

Our busy shops need you! Shop assistants enjoy a fun and varied role - from sorting and pricing donations to manning the till and assisting customers. These are great opportunities if you enjoy working with the public and have fantastic customer service skills.

### Role responsibilities:

- Accepting donations from the public and encouraging everyone to sign up for Gift Aid
- Sorting and processing donated goods - this can include grading clothes and researching prices online for more unique items
- Steaming, hanging, pricing and putting donated goods out into the shop
- Serving customers, offering help and advice where needed
- Manning the till, including payments through our electronic till system EPOS (for those 16+)
- Ensuring the shop is kept clean and tidy at all times
- Helping to raise the profile of St Catherine's Hospice by talking to customers
- Adhering to our Volunteering Code of Conduct at all times
- Attending relevant meetings & undertaking all training required
- Acting as an ambassador for St Catherine's at all times

### What you gain from this opportunity:

- Satisfaction of helping St Catherine's Hospice to support local people and their loved ones when it's needed most
- Full training and support throughout your role
- Travel expenses reimbursed
- Chance to boost your CV, including a reference
- Supporting our expert team
- Long service and annual recognition awards



## What we're looking for:

- Minimum age of 14 (parent/guardian consent and a child employment permit may be required)
- Good communication skills, being sociable, cheerful and courteous in all you do
- A caring approach
- Able to demonstrate strong emotional resilience
- A Good level of fitness and mobility - moving equipment and extended time on your feet are all core parts of this role
- A Commitment to continuous development, including regular training
- Ability to support as part of a team
- Ideally able to give one shift a week

## Criminal Record Check Required:

No criminal record check is needed for this role.

## Training Provided:

Completion of our induction training and our regular refresher training as part of our volunteering safely requirements

We may also be able to offer extra training courses relevant to your role, to support your development.

## Want more information?

If you have any questions, please call the Volunteering Team on 01293 447351 or email [volunteering@stch.org.uk](mailto:volunteering@stch.org.uk)

