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| Role Title: | **Shop/Superstore Volunteer** |
| Location restrictions for volunteers under 18 years of age: | The majority of our shops (including our Superstore) can now take volunteers from the age of 14. If you are under 18 years old\*\*, please contact the Shop/Superstore Manager at your chosen location to establish current availability. |
| Suggested Involvement: | Whatever time you can offer, shifts suggested: **AM** = 9.30am to 12.30pm **or****PM** = 1.30pm to 4.30pm  |
| Line Manager: | Shop/Superstore Manager of chosen shop |
| Supervisor: | Duty Manager |
| Purpose of role: | Assist the Shop/Superstore Manager in the safe running of the shop to help raise vital funds for the Hospice. |
| Main Tasks: | * Provide a welcoming, professional and friendly manner to members of the public.
* Under instruction of the Duty Manager
* Follow strict guidelines, sort stock, steam and prepare for safe sale accordingly
* Wear appropriate PPE as required
* Keep shop area tidy and clean
* Provide behind the counter assistance and operate the till
* Support social distancing measures
* Be sensitive and appreciative when accepting donated goods.
* Act as a representative for Weston Hospicecare and its associated businesses.
* Maintain a professional, friendly and courteous attitude towards colleagues and customers.
* If required, deal with incoming and outgoing telephone calls.
* Have an awareness of the work the Hospice does so that any questions can be answered or redirected appropriately.
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| Experience and/or skills: | ***For this role, ideally you would have/be****:** No experience necessary you just need to be:
* Willing to follow instructions
* Eager to learn
* Happy to do whatever is needed
* Friendly to our customers and the shop team alike
 | ***We ask all our volunteers to:**** Be reliable
* Have a warm, friendly, adaptable, caring approach
* Be open-minded and tolerant of different lifestyles and values
* Be able to work within personal and organisational boundaries
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| Induction and Training: | * Induction and training with Duty Manager
* Statutory / Mandatory training as required for role
* Orientation training session to be attended/film viewed
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| Support and Supervision | * Supported and supervised by Duty Manager
* Ongoing support of Volunteer and Training Manager
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| Expenses: | We will reimburse you with any agreed out of pocket expenses incurred whilst carrying out this volunteer role in line with Weston Hospicecare’s expenses policy. |
| Practical considerations: | **This is a volunteer role with no contractual obligations.**Weston Hospicecare has a no smoking policy (inc. vaping/e-cigarettes) throughout the organisation, including all retail locations and hospice vehicles.  |

\*\*For all volunteers under 18 years old, a parental consent form will be required.

Please note for school age volunteers we will need to apply for a Child Working Permit and additional information will also be required for in line with current North Somerset Council by-laws and Covid requirements.

For further details, please see: <https://www.n-somerset.gov.uk/my-services/children-young-people-families/childrens-licences-permits/child-employment>