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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. | |
| 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 |
| Induction and Training: | * Induction and training with Duty Manager * Statutory / Mandatory training as required for role * Orientation training session to be attended/film viewed | |
| Support and Supervision | * Supported and supervised by Duty Manager * Ongoing support of Volunteer and Training Manager | |
| 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>