

Volunteer Role Description

Volunteer Title: Retail Warehouse Assistant

Location: Saint Francis Hospice Retail Warehouse, Unit 10 Ashton Gate, Ashton Road, Romford RM3 8UF. ·

Volunteer Supervisor: Warehouse Manager/Warehouse Assistant Manager

About the Role: As a Retail Warehouse Assistant Volunteer, you will play an important role in helping our retail operation generate essential income for Saint Francis Hospice. Every item donated, sorted and distributed through our retail network helps support the care we provide to patients and their families across the local community.

Working alongside a friendly and supportive team, you will assist the Warehouse Manager and Assistant Warehouse Manager in maintaining an organised, safe and efficient warehouse. Your contribution will help ensure donations are processed effectively and reach our shops as quickly as possible.

Why Volunteer with Us:

As a Retail Warehouse Assistant Volunteer, you will:

- Make a meaningful difference to local patients and their families.
- Become part of a welcoming and supportive team.
- Meet new people and make new friends.
- Gain practical retail, warehouse, and customer service experience.
- Learn new skills and build confidence.
- Enhance your CV and develop transferable workplace skills.
- Receive training, guidance, and ongoing support.
- Enjoy flexible volunteering opportunities that fit around your availability.

When: Flexible volunteering opportunities are available Monday to Friday. Shifts and hours can be agreed with the Warehouse Manager to suit both your availability and the needs of the warehouse. Volunteering schedules will be discussed during the interview process.

Main Tasks:

You may be involved in a variety of activities, including:

- Welcoming supporters to the warehouse and assisting with donated items.
- Helping to receive, sort, and organise donations ready for distribution to our shops.
- Supporting the warehouse team with the movement of stock and donated goods.
- Assisting with loading and unloading vehicles when required.
- Helping prepare items for recycling and collection by our textile partners
- Maintaining a clean, safe, and organised warehouse environment.
- Supporting the team in maximising the value of donations received.
- Acting as a positive ambassador for Saint Francis Hospice when interacting with supporters, customers, and members of the public.
- Following health and safety guidance, including manual handling procedures and safe working practices.

Skills and Experience:

- Good organisational skills and attention to detail.
- A positive attitude and willingness to learn.
- Good communication and listening skills.

Personal Qualities:

- Friendly and approachable, with the ability to build positive relationships with others.
- Comfortable working independently as well as part of a team.
- Reliable, punctual, and able to manage time effectively.
- Able to follow instructions and respond positively to requests for support.
- Comfortable with basic reading, writing, and numerical tasks, including accurately labelling donated items where required.
- Adaptable and positive, with the ability to work effectively in a busy warehouse environment.
- Physically able to undertake practical warehouse activities, including the safe handling and movement of occasionally heavy or bulky items, with appropriate training and support provided.

Training and Support

You will receive:

- A full volunteer induction.
- Role-specific training, including manual handling guidance.
- Ongoing support from the Warehouse Management Team.
- Opportunities to develop new skills and gain valuable experience.

Equality and Diversity

Saint Francis Hospice is committed to creating an inclusive environment that values diversity and promotes equality of opportunity. We welcome volunteers from all backgrounds and expect all volunteers to support and uphold our commitment to equality, diversity, and inclusion.

Our Values

Compassionate – We treat everyone with kindness, empathy and respect, placing patients, families, colleagues and supporters at the heart of everything we do.

Collaborative – We work together and build strong relationships across our communities to achieve the best outcomes.

Creative – We embrace innovation, adapt to change, and continually look for new ways to improve what we do.



Interested in Joining Us?

If you're looking for a rewarding and flexible volunteering opportunity where you can meet new people, learn new skills, and make a genuine difference in your local community, we'd love to hear from you.

Every donation processed and every hour volunteered helps Saint Francis Hospice continue providing vital care and support to local patients and their families.