

Retail – Stores team member

Volunteer Role description

ROLE TITLE	Retail Stores team member
DEPARTMENT/AREA	Local retail outlets within hospice's catchment area
DAYS/HOURS OF DUTY	To be agreed with the relevant Retail Team Leader
REPORT TO	Retail Team Leader or Sales Assistant
ACCOUNTABLE TO	Director of Retail; in their absence the Head of Retail, assisted by the Cluster Manager
KEY RELATIONSHIPS	Retail staff and volunteers, members of the public, hospice staff and volunteers, hospice patients and families

ROLE SUMMARY

To help Saint Francis Hospice raise funds to support people with life limiting illnesses; and to support their families and carers, by the selling of donated goods in the hospice's retail outlets and through the internet. The retail outlets are in towns within Barking & Dagenham, Brentwood, Havering and Redbridge. The Head Office and warehouse are situated on a trading estate in Harold Hill.

MAIN DUTIES - which can vary

- Assist in the efficient running of the store – public and private areas
- Assist in the receipt of donated goods – sorting, pricing, daily replenishment of stock on the shop floor and displaying goods to encourage sales
- Bringing to the attention of the Team Leader/Sales Assistant any item that is felt could command a better price if sold through the hospice's online ebay store
- Use of the shop till, cash and card transactions
- Assist the Team Leader and Sales Assistant with the daily tasks of running the store
- Assisting with any 'safe practices' in place to safeguard staff, volunteers and customers e.g. practices that were in place during the Covid19 pandemic; Health & Safety issues
- Ensuring the store is clean and tidy

PERSON SPECIFICATION

Upholding the Values of Saint Francis Hospice	Essential
Good communication skills	Essential
Ability to carry out tasks on your own, or within a team, once trained	Essential
Being able to keep to shift/duty times/days; or deadlines in place	Essential
Able to help with additional shifts to cover sickness and holidays	Desirable