

Volunteer Role Profile

Volunteer Role Type: Shop Assistant Volunteer

Reports to: Shop Manager

Volunteering Hours: Various hours (Minimum 3 hour shifts) Monday to Saturday 9:00am – 16:30pm

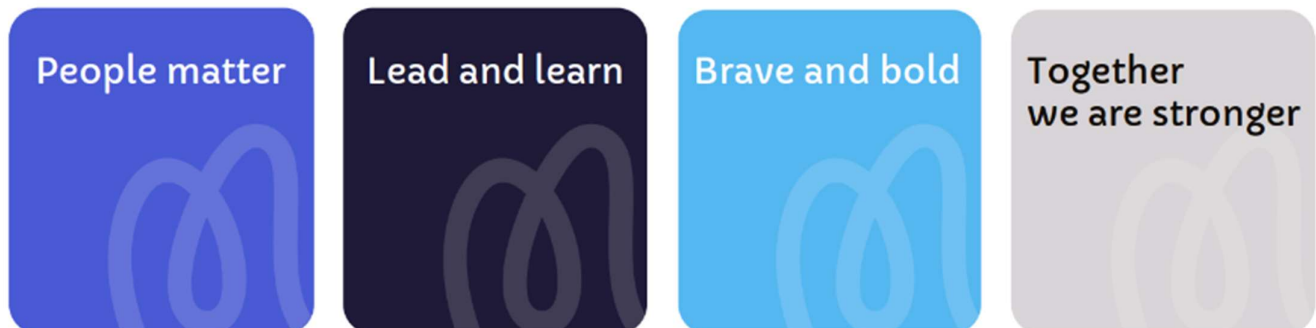
We're also seeking individuals who want to contribute on a more flexible basis and be part of a supportive volunteer crew. No need to commit to specific hours or fixed schedules - we'll simply reach out to you whenever we need an extra pair of hands or assistance with events. It's a great opportunity to make a difference whenever it suits you! If this is the role for you simply indicate your preference on the application form and we'll be in touch!

Department and Location of Volunteering: Moya Cole Hospice Shops across Greater Manchester including Stockport, Altrincham, Heald Green, Little Hulton, and Edgeley.

Purpose of Volunteering Role: To help raise vital funds to support patients with life limiting illnesses and their families across Greater Manchester by;

- ✓ Sorting through donations of clothing and bric a brac.
- ✓ Preparing items for display and creating vibrant window and in store displays.
- ✓ Giving excellent customer service and using an EPOS till (Full training given)
- ✓ Updating shop social media pages to engage with local communities.
- ✓ Promoting in store sales and promotions.

The Volunteering Role will model our core values



Tasks and Activities to be Undertaken

- Using a till to process cash and card payments.
- Greeting and assisting customers.
- Sorting donations for selling and recycling and pricing items for sale.
- Accepting donations and promoting Gift Aid where appropriate
- Undertake light housekeeping duties where requested.
- Complete training in relevant areas of volunteering role.

Qualifications/Skills/Experience

- Friendly with good Communication skills.
- Reliable and flexible.
- Interest in Charity shops and sustainable living.
- Volunteers must complete annual mandatory eLearning; basic IT skills and access to a personal email address are required

Training and Support Provided

- Manual Handling Training
- Mandatory Training
- Till Training
- Gift Aid Training

Safeguarding

Any post holder within the organisation will be expected to undertake safeguarding training appropriate to their role and adhere to safeguarding policies and procedures. All staff must work in accordance with their statutory roles and responsibilities in relation to safeguarding in accordance with the Working Together to Safeguarding Children 2023, The Care Act 2014, and Prevent Duty 2015.