

# Volunteer Role Profile

Retail Assistant



St Peter & St James Hospice  
Hospice care in the heart of Sussex



Position	Volunteer Retail Assistant
Department	Retail

## VISION, MISSION AND VALUES

### Our Vision

A community where people live and die well according to what matters most to them. Everyone affected by life-limiting illness has access to our expertise.

### Our Mission

Providing the right care, in the right place, at the right time, to everyone who needs us.

### Our Values

They are at the heart of our organisation and underpin all that we do. They define who we are, how we work, what we believe in and stand for.

- **Compassion** - We show everyone empathy, kindness and respect.
- **Integrity** - We do the right thing, no matter how challenging.
- **Accountability** - We take responsibility for our actions and outcomes.
- **Excellence** - We strive to be outstanding and aim to exceed expectations.
- **Inclusivity** - We welcome and respect everyone.

*“Providing the best possible care in the right place and at the right time to everyone who needs us”*

## ROLE PURPOSE

Retail covers the Distribution Centre, shops, online, restore shed and house clearances. It is about getting the right product in the right place at the right time at the right price.

Our shops are located in Lewes, Haywards Heath, Uckfield, Lindfield and Burgess Hill

Retail raises vital funds for the Hospice.

## WHAT WILL I BE DOING?

- Keeping the areas well presented at all times
- Steaming and processing items for sale in the stock room
- Displaying items on the shop floor, arrange displays and replenishing stock
- Operating the till and maximising sales
- Be fully aware of confidential procedures
- Greet and serve customers

## WHAT SKILLS WILL I DEVELOP?

- Customer Service
- Teamwork
- Problem solving
- Attention to detail
- Time Management
- Manual Handling
- Sales procedure
- Interpersonal Skills

## WHAT DO I NEED?

- Good communication
- Friendly and approachable
- Committed and reliable
- A team worker
- Good physical fitness level

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## WHAT ELSE DO I NEED TO KNOW?

- Please do not lift any heavy objects that you are not comfortable with
- Always respect confidentiality and act professionally when representing the hospice
- Be able to perform allotted tasks accurately and efficiently
- Demonstrate hospice values on the shop floor
- To volunteer a regular 4 hour shift

## WHAT TRAINING MUST I DO?

- Mandatory training including: Safeguarding, Fire Awareness, Health and Safety, Information Governance, Manual Handling
- Shop site training including cash register procedure
- Induction Training Day at the hospice
- Face-to-face training when required

## WHEN WILL I BE NEEDED?

A regular 4 hour shift

## WHERE WILL I BE VOLUNTEERING?

**Lewes Furniture, Garden & Home** 11 East Gate Street, Lewes BN7 2LP

**Uckfield** 118-120 High Street, Uckfield TN22 1PX

## WHO WILL BE MY SUPERVISOR?

Shop Manager

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Registered Charity Number: 1056114