Volunteer Role Profile - Vinted Volunteer



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 kindness, understanding and empathy in how we treat each other, delivering care that honours dignity
- **Collaboration** – We work together with excellence, inclusion and trust, encouraging diverse perspectives and building strong partnerships
- **Empowerment** – We foster a culture or autonomy, accountability and openness, enabling everyone to participate actively in decision-making

ROLE PURPOSE

Retail comprises the Distribution Centre (DC), our shops, online sales, and house clearances. The operation sells goods to generate money to support the work of our amazing organisation. We have shops in Lewes, Haywards Heath, Uckfield, Lindfield and Burgess Hill and our DC and online sales operation are in Hurstpierpoint. In this role you will undertake a variety of responsibilities to best support the staff team on site.

WHAT MIGHT I BE DOING?

- Accepting donations from our generous supporters
- Offering outstanding service to our customers and donors
- Getting Gift Aid sign-ups and applying Gift Aid to the donations received
- Keeping public areas well presented
- Steaming and processing items for sale
- Displaying items on the shop floor, arrange displays and replenishing stock
- Operating the till and asking questions to maximise income
- Complying with the organisation's policies

WHAT SKILLS WILL I DEVELOP?

- Customer service
- Working as part of a team
- Problem solving
- Attention to detail
- Time management
- Manual Handling
- Sales and merchandising
- Interpersonal skills

WHAT DO I NEED?

- The ability and desire to offer excellent service standards
- Good communication skills
- To be friendly and approachable
- To be committed and reliable
- To be a team player
- Good physical fitness

WHAT ELSE DO I NEED TO KNOW?

- We'd like you to commit to at least one shift per week
- You will have to embody the organisation's values
- There is no direct public transport to the DC
- Do not lift anything you are not comfortable handling
- Always respect confidentiality and act professionally when representing the hospice
- You will need to perform tasks accurately and efficiently

WHAT TRAINING WILL I DO?

- Mandatory e-learning including Safeguarding, Fire Awareness, Health and Safety, Information Governance, Manual Handling
- Shop skills including using the till, cash handling, donations acceptance, steaming, stock processing and merchandising
- Induction Welcome Day at the hospice
- Face-to-face training as required

WHEN WILL I BE NEEDED?

A regular four-hour shift each week

WHERE WILL I BE VOLUNTEERING?

Any of our shop sites or the DC

WHO WILL BE MY SUPERVISOR?

A Retail Manager or Assistant Retail Manager

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