

Role – Retail Hub Till Operator and Greeter

Arthur Rank Hospice is committed to inclusivity, respect, fairness, engagement and equality of opportunity for our patients and their families, our staff and trustees, our volunteers and our supporters.

We value the strength that comes with difference and the positive contribution that diversity brings to our community.

Reporting to: Retail Hub Manager

Shifts: 4 hours per week (half day) or 1 full day per week or fortnight

Aim: To welcome the public and operate the till.

Main Responsibilities

- Operate the till
- Welcome people into the building and direct them
- Sign up gift aiders (training provided)

General Responsibilities

- Telephone/email the Retail Hub Manager as soon as possible if unable to fulfil your commitment so that replacement cover can be arranged
- Adhere to all shop policies and procedures
- Maintain strict confidentiality at all times
- Be sympathetic to and be able to project the philosophy and concept of the Hospice
- To adhere to the Volunteer policies and procedures including Health & Safety

Benefits of volunteering in this role

- The enjoyment of meeting new people and being part of a team
- An opportunity to make a difference and support your local community
- Develop new skills and experiences to add to your CV or University application
- An opportunity to be part of a professional team and contribute to a very worthwhile cause
- Training and induction relevant to the role
- Reasonable out of pocket expenses will be reimbursed

Person Specification

Applicable to all roles	Role Specific
To be non-judgemental, kind and compassionate in all your interactions	Computer friendly but does not require significant computer use

both with staff, members of the public and other volunteers	
To ensure you maintain confidentiality where required	Able to make a regular commitment
To adhere to the boundaries of a volunteer role and ask your supervisor if you have queries outside of your role	Friendly and welcoming!
To be proactive in seeking support or supervision when needed	Previous Reception experience is a bonus

Will this role require a DBS check? No



Join the team!

If you're interested, please email or phone our Volunteer Team at:

volunteer@arhc.org.uk

01223 675872

