

## Role - Charity Shop Assistant

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.

Would you like to apply for this role?

Go to <https://www.arhc.org.uk/join-us/volunteer-opportunities/>, click 'Apply Now'

**Aim:** To assist in the day-to-day running of the shop to maximise sales

**Reporting to:** Shop Manager

**Hours:** 4 hours every week or fortnight

**Will this role require a DBS check?** No

**Is there a minimum age requirement for this role?** Age 18

### Main Responsibilities

- Assist with processing stock, including sorting, steaming, pricing and hanging of donated items
- Steaming of clothes
- Clearing the rubbish as and when needed
- Undertake any other duties as and when necessary
- Restock the shelves when needed
- Sorting donations of clothes, shoes and accessories into saleable stock and items for recycling
- Preparing stock for sale by hanging, sizing, steaming and labelling each item

### General Responsibilities

- Telephone/email the Shop Manager as soon as possible if unable to fulfil your commitment so that replacement cover can be arranged
- Adhering to all shop policies and procedures
- 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

- 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	Organised
To ensure you maintain confidentiality	Flexible
To adhere to the boundaries of a volunteer role	proactive
To be proactive in seeking support or supervision when needed	

### What our volunteers say about this role:

'Volunteering is one of the most rewarding roles you can have and it has a plethora of benefits to it. Volunteering within the retail department has given me a deeper appreciation of the charity's work and how vital revenue supports their much needed services for our communities. Individuals will have different responses to 'why' they want to volunteer and for me it's simply the sense of giving something back to my community whilst still gaining experience and important skills that I can take with me as I progress to my chosen career. These skills include; confidence, teamwork, communication and an access to a company's professional environment and expectations - something that I believe has benefited me in many ways.

The friends and support networks that are immediately created are so lovely to be a part of and supporting the charity definitely puts a smile on your face. The best part about volunteering is that you work with so many different people and every day is different. The support and guidance from managers allows you to find new skills but not forgetting to build on those already existing ones. I would strongly recommend volunteering even if it's for a couple of hours here and there because I've always been told "Act as if what you do makes a difference, IT REALLY DOES" and honestly it really does!' Jake, Volunteer at Cottenham Shop

If you're interested, please apply online at <https://www.arhc.org.uk/join-us/volunteer-opportunities/> to, or for enquiries email or phone our Voluntary Services Team at [volunteer@arhc.org.uk](mailto:volunteer@arhc.org.uk) or 01223 675872

