

## **Volunteer Role Description - Retail Hub Donation Sorter**

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. We want to ensure that our process and volunteering experience is as accessible as possible so please do let us know if we can support you in any way.

**Role Title:** Retail Hub Donations Sorter

**Location:** Retail Hub

**Reporting to:** Retail Hub Manger

**Shifts:** Minimum of 4 hours weekly or fortnightly

**Aim:** To sort through donations to ensure we utilise items as best as possible

### **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 if applicable

### **General Responsibilities**

- Telephone/email the Retail Hub Manger 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 both with staff, members of the public and other volunteers	You will need to be comfortable being on your feet during your shift, this is an active role
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	
To be proactive in seeking support or supervision when needed	

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

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

[volunteer@arhc.org.uk](mailto:volunteer@arhc.org.uk)

01223 675872

