

## 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

**Shifts:** 4 hours every week or fortnight, usually 9-1 or 1-5pm

**Location:** Burleigh Street, Regent Street, Mill Road, Cottenham, Great Shelford

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

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

**Are reasonable expenses reimbursed?** Yes, speak to the voluntary services team for more information

### About our shops

Our shops are filled to the brim with must-have quality clothing, bric-a-brac, handbags, jewellery, men's wear, shoes and childrens clothes and toys! Each is its own little treasure trove and unique community hub, with our brilliant Shop Managers and shop volunteers keeping donations sorted, tidied and flying off the shelves.

Each shop has its own identity, reflecting the types of customers that visit. One shop might be in a family friendly village, selling lots of toys, another might sell high-end goods. The shops donations are carefully sorted through so that the right items go to the right shop, where they will sell for the most money.



### **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 the shop as soon as possible if unable to fulfil your commitment so that replacement cover can be arranged.
- Maintain strict confidentiality at all times
- To support the Charity in its aims and missions
- Attend or contribute to volunteer meetings whenever possible
- To adhere to the Volunteer policies and procedures set out in your training and induction

### **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**

<b>Applicable to all roles</b>	<b>Role Specific</b>
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 needed	

### **What our staff say about this role**

'Volunteers are the beating heart of the shops, they bring help where it's needed, a smile to the customer, a willingness to do their bit and make a difference to the shop takings. Volunteers brighten my day, they are like family, very good friends, the missing piece of the jigsaw. We share a few hours together and they leave having had a great time.' – Helen, Shop Manager

### **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 (...)' Jake, Retail volunteer

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

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

01223 675872

