

## Retail – Outlet Team Member

### Volunteer Role Description

ROLE TITLE	Retail Outlet team member
DAYS/HOURS OF DUTY	To be agreed with the Retail Outlet Manager - Monday to Saturday; morning and afternoon shifts available
REPORT TO	Retail Outlet Team Leader or Sales Assistant
ACCOUNTABLE TO	Commercial and Safety Director
KEY RELATIONSHIPS	Retail staff and volunteers, customers who may be hospice staff, volunteers, patients, patients' family members and members of the public.

#### PURPOSE OF ROLE

Our stores are a vital source of income for Saint Francis Hospice supporting people with life limiting illnesses in our catchment area of Brentwood, Havering, Barking & Dagenham, Redbridge and part of West Essex.

#### DUTIES / TASKS INCLUDE

- Assist in the receipt of donated goods – thanking donors, sorting, pricing, daily replenishment of stock on the shop floor and displaying goods to encourage sales
- Use of the shop till, cash and card transactions
- Assist the Team Leader and/or Sales Assistant, along with the other volunteers on duty, with the daily tasks and the efficient running the shop
- Ensure the shop is clean and tidy
- Provide assistance to customers when requested
- Provide a high level of customer service and satisfaction at all times
- Comply with Health & Safety/Fire regulations explained by the Team Leader, Sales Assistant or other relevant Hospice staff.

#### PERSON SPECIFICATION

- Good communication skills are required
- Ability to carry out tasks on your own, or within a team, once trained
- Be able to keep to shift times or deadlines given
- Previous retail experience useful
- Help to look after and settle new volunteers into the store's team