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| Role title | Retail Shop Volunteer |
| Responsible to | Retail Team |
| Location | Various – 10 shops across the borough |
| Purpose of role | To undertake tasks in order to ensure our shops run as effectively as possible |
| When role to be carried out | A minimum commitment of one half day shift per week |

**Confidentiality:**

Volunteers will be subject to the Hospice Confidentiality Policy and to the requirements of the Data Protection Act (1998) and General Data Protection Regulation, thus maintaining the confidentiality of all information obtained during the course of volunteering for Wigan & Leigh Hospice.

**Main Responsibilities include (but are not limited to):**

* Assisting and serving customers, providing a high standard of customer service
* Helping with stock processing, including sorting, steaming, cleaning, pricing and hanging of donated goods
* To assist with the display of stock, so that the shop looks inviting.
* Cash handling and accurate operation of the till
* Keeping the shop premises clean and tidy
* Working positively as part of a team to support shop operations

**Training and support**

* Attend any relevant training and refresher sessions
* Undertake Mandatory training as relevant to your role
* Full support will be provided from the retail team

**Personal skills**

* Good communication skills
* Enjoy working as part of a team
* Trustworthy and reliable.
* Are committed to the values of the Hospice – Compassion, Accessibility, Respect, and Excellence.