



Retail Shop Volunteer

Michael Sobell Hospice Charity / Harlington Hospice
and Age UK Hillingdon, Harrow and Brent

We are a collaboration of three charities – Harlington Hospice, Michael Sobell Hospice and Age UK Harrow, Hillingdon and Brent working together to support one another and raise funds to help support our patients and their families and friends.

We are looking for volunteers who are:

- Enthusiastic
- Confident
- Team Player
- Interpersonal skills and an ability to communicate with a diverse range of people
- Willing to travel and volunteer within the Hillingdon and Harrow areas

<u>Main purpose of the role:</u>	To provide support to the shop manager in a retail setting
<u>Commitment required:</u>	• The shops opening hours vary between 8.30am and 5.30pm, Monday to Saturday • Flexible hours and days are available • Full training will be provided
<u>Reporting to:</u>	• The shop manager
<u>Benefits for you:</u>	• Be part of a team • Learn new skills • A reference for future roles which can help advance a future career • Have fun! • Make a difference by supporting your local charities
<u>Role responsibilities:</u>	• Provide excellent customer service and communication to all customers, staff and fellow volunteers • Operating and manning the till system • Sort through and organise donated items to be sold on the shop floor • Help identify valuable goods to be sold on our online sales service. • Steaming items • Promote Gift Aid and Hospice Lottery

	• Help promote the charity and its fundraising events
<u>Attributes required:</u>	• Understanding of different brands • An interest in fashion and retail • Creative • Team Player • Good Communication skills • Reliable • Organised
<u>Training and support given:</u>	• Induction and Full Training provided • Health and Safety Training
<u>To apply for this role:</u>	An H4ALL application form <u>MUST</u> be completed. We require <u>two</u> references. To obtain an application form: • Visit www.h4all.org.uk and download or print an application form • Email volunteerhub@h4all.org.uk or call 07395 282 825 to request an application form to be sent to you by email or post