**Volunteer Charity Retail Assistant**

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| **In this role your aim will be to:**  | * Use your skills and time to help support the shop management teams in raising funds for vital services that Primrose Hospice provide.
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| **Tasks we may ask you to do:**  | * Serve customers at the till
* Prepare donated clothing for sale
* Sort and display bric-a-brac, books and toys
* Create shop floor and window displays
* Help to promote gift aid.
* Help make our promotions days fun and special
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| **How long and how often?**   | * To suit you- but it helps us if we can agree a regular weekly slot with the shop manager.
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| **What age group can volunteer?**  | * To take part in every task you must be at least 16.
* Some shops also offer short placements for 14/15 year olds.
* There is no upper age limit as long as you are fit enough to do the tasks listed.
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| **Skills and qualities of good volunteers:**  | * We will try to use your skills, experience and special interests, if they are relevant- please tell us what they are!
* We are looking for volunteers who are friendly and outgoing with a good sense of humour.
* able to talk to all age groups,
* have lots of common sense
* and are able to follow instructions
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| **Training will be given:**  | * Basic starter training will be given to cover health & safety, fire safety and lifting & back care
* On the job training will cover the tasks you will carry out, eg. using the till
* Please tell us if there are any retail related skills you would like to gain as we might be able to help!
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| **Support while you volunteer** | * The shop manager will support you in the shop. We also have a Retail Manager who is responsible for overseeing all of the shops. There is a Volunteers Manager based at the hospice in Bromsgrove should you need any further support.
* Please tell us if there is anything extra we can do to make it easier for you to volunteer and we will do our best to help.
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| **Acceptable standards:**  | * Our shops are our face on the high street- the first point of contact for the general public- so it is very important that all staff and volunteers display the highest standards of behaviour. The shop manager will talk to you about this when you start. If you are not willing to conform to our standards, you may be asked to leave.

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| **How to get started:**  | * Call into your local shop and speak to the shop manager.
* Fill in a Volunteer application form provide, one suitable reference preferably from people who have known you over 5 years and not a member of your family.
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