

## **VOLUNTEER ROLE DESCRIPTION**

### **Shop Volunteer**

**Reports to:** Shops Manager

**Accountable to:** Shops Manager

**Hours** Minimum commitment of 3 hours per week (shifts are 10am-1pm & 1pm-4pm Monday – Saturday).

**Aims** To raise funds for Bolton Hospice through the sale of donated goods at the Hospice's charity shops.

**Responsibilities** To lift and carry donations to the sorting area and sort clothes, bric-a-brac, books, homewares, etc. into saleable stock.

To price goods for sale, adhering to the price guide.

To display items on the shop floor, arrange window displays and replenish stock.

To arrange the storage of rags and waste and recycle eligible items.

To operate the till and process sales.

To offer excellent customer service to all donors and customers of the Hospice shops.

To always respect confidentiality and act professionally when representing the Hospice.

To advise staff of any suggestions, queries or concerns you may have concerning your duties.

To attend training sessions as required.

To adhere to the Volunteer policies and procedures including Health & Safety and Cash Handling.

**Please note that most of our charity shops have stairs and as such volunteers must be able to use stairs freely.**