

[Information about volunteering at our KEMP Hub](#)

Lynne Jones, KEMP Hospice Retail Manager and Natalie Norgrove, Kemp Volunteer Co-ordinator chat about the support of volunteers at KEMP Shops Hub at Churchfield Business Park.

Natalie: 'Lynne tell us about KEMP Shops Hub'

At KEMP, we collect most donations from our shops, then they are brought to our Hub where they are sorted. Having a Hub enables us to specialise in each of our shops, depending on customer demand.

Natalie: 'What happens at the Hub?'

Our volunteers work in the areas that interest them the most, so they may be sorting clothes, bric-a-brac, books or helping on our eBay. As well as contributing a lot of hard work their personal areas of interest ensure we don't miss the value of items, for example one volunteer is very knowledgeable with cookery books and which ones are in high demand.

Natalie: 'Do you need more volunteers at the Hub?'

We have built up a full team on Mondays and Wednesdays, not only does this mean we can process a lot of stock but there is a great team atmosphere. We want to replicate this on Tuesdays and Thursdays where our current volunteers feel a bit lonely.

Natalie: 'Have you got other vacancies?'

We are just launching our own eBay site, so we need to recruit people to help take photographs, list items, package and post sold items. We also would also love to recruit volunteer drivers, as occasionally people ask if we can collect their donations. You would need your own car and we will reimburse your mileage expenses.

Natalie: 'Who typically volunteers?'

Anybody and everybody! We have volunteers who have just finished university or just retired. We have volunteers who work full-time hours and come to de-stress, we have students on placements and some volunteers who pop in when they have gaps in their busy schedules, for example twice per month. Basically it suits anybody that has a few hours to spare and wants to do something really useful with their time.

Natalie: 'What might a typical session be like?'

A session with volunteers Trish and Kay

We arrive at the Hub at 9.15am happy and hopeful for the find of the day! Coffee boosted we tackle the donations that have arrived. Today we found 'a beautiful Denby set', 'musical instruments' kitchen paraphernalia, lots of children's books and masses of cookery books. Martin our warehouse manager popped his head in to show us his donated playboy bunny ears, wished I'd had a camera. Coffee break, Debbie didn't bring in her beautiful cakes this week MARTIN WAS VERY UPSET!! I enjoy being a Hub volunteer with the great team of other volunteers and I would say to people interested in volunteering to come and join us, you don't know what you are missing!

Natalie: 'How do I go about volunteering at the Hub?'

It's easy as giving us a ring on **01562 515737** and we will arrange for you to have a coffee and show round with us. We look forward to hearing from you.