

### Volunteer Retail Assistant – Role Description

<b>Purpose of the Position</b>	To assist the shop manager with the smooth running of the KEMP Hospice shop, whilst acting as our ambassador.
<b>Supervisor</b>	Shop Manager
<b>Tasks Involved</b>	<ul style="list-style-type: none"> <li>✚ Give excellent customer service.</li> <li>✚ Being a representative for KEMP Hospice.</li> <li>✚ Operating the till.</li> <li>✚ Steaming clothes.</li> <li>✚ Sizing clothes.</li> <li>✚ General tidying and cleaning in the shop.</li> <li>✚ Setting up window and internal displays.</li> <li>✚ Assisting the shop manager with general duties.</li> <li>✚ Completing time sheets, recording your duties.</li> </ul>
<b>Duty Times</b>	<ul style="list-style-type: none"> <li>✚ This is flexible to suit we ask that you are able to offer a block of 2-3 hours at any one time.</li> </ul>
<b>Desired Skills</b>	<ul style="list-style-type: none"> <li>✚ Reliable.</li> <li>✚ Excellent Customer Service.</li> <li>✚ Previous shop experience useful but not essential.</li> <li>✚ Ability to commit some time to the organisation.</li> <li>✚ This can be a physical role, handling and moving stock and on feet serving customers for periods of time (please bear in mind).</li> </ul>
<b>Benefits to Volunteers</b>	<ul style="list-style-type: none"> <li>✚ Being part of a dedicated team</li> <li>✚ A sense of fulfilment in providing a much needed service.</li> <li>✚ Ongoing training and support.</li> </ul>
<b>General</b>	<p>All KEMP Hospice employees and volunteers are required to:</p> <ul style="list-style-type: none"> <li>✚ Abide by the Health &amp; Safety at Work Act.</li> <li>✚ Respect confidentiality applying to all Hospice areas.</li> <li>✚ Work within Hospice policies and procedures.</li> <li>✚ Comply with the Hospice no smoking policy.</li> <li>✚ Participate in and contribute to team meetings.</li> <li>✚ Co-operate and liaise with colleagues.</li> <li>✚ Always behave in a professional manner, reflecting and maintaining KEMP values as set out in the KEMP Way.</li> <li>✚ Undertake mandatory training.</li> </ul>

**“We are a great place to work and VOLUNTEER.”**

*KEMP Hospice Strategic Goal - Strategy 2024*

### Other requirements

Two references
A willingness to undertake mandatory training as applicable to the role

### Mandatory Training

Volunteer Role	Health & Safety	Moving and Handling
Retail Assistant	✓	✓

KEMP is very flexible when it comes to our volunteers. We aim to accommodate your preferred times and days to work around you. All we ask is that you let us know if you are unable to volunteer as planned.

Thank you for taking an interest in volunteering for KEMP - for more information please contact [volunteering@kemphospice.org.uk](mailto:volunteering@kemphospice.org.uk) or call 01562 756000.