

RETAIL VOLUNTEER ROLE DESCRIPTION

Julia's House is your local children's hospice, looking after the most seriously ill children in Wiltshire and Dorset, who need 24 hour care for their complex and often rare medical conditions. Volunteers play a vital role in enabling us to be able to care for the child and be there for the family.

Volunteer Role Title:	Retail Volunteer
Department Name:	Retail Team
Responsible to:	Shop Manager / Assistant Shop Manager
Time Commitment:	Various shifts available throughout the week. Ideally 9am-1pm and 1pm-5pm, however we offer flexibility to suit you.
Location of the role:	Swindon – Regent street
Purpose of the role:	To assist customers coming into the shops, selling donated goods and support processing donated items.
Duties we would like your support with:	<p>Cash Desk Volunteer</p> <ul style="list-style-type: none"> • Serving customers on the till • Keeping the shop floor and back of shop areas clean and tidy • Answering the telephone and dealing with enquiries as they come in <p>Sort room support Volunteer</p> <ul style="list-style-type: none"> • Help sorting donated goods that come into the shop • Steaming and sizing clothing, preparing them for the shop floor • Keeping the shop floor and back of shop areas clean and tidy • Some movement/lifting required
Skills & Experience we would like you to have:	<ul style="list-style-type: none"> • Ability to work in a team • Good Physical condition • Friendly, polite, and welcoming • Excellent telephone manner (cash desk volunteer)
Support:	<p>Volunteers will receive a full induction to Julia's House and the work it does and role specific training. Volunteers will be well supported and will have a clearly identified staff member to whom they report.</p> <p>The Volunteer Coordinator is also on hand for support and to answer any questions you may have throughout your time as a volunteer with Julia's House.</p>
Benefits of volunteering:	<ul style="list-style-type: none"> • Learn new skills - full training is provided • Great experience for your CV • Improved wellbeing and confidence • Meet new people in the community • Having fun • Supporting your local community making the difference to the children and families we care for locally
Expenses:	Volunteers play a crucial role at Julia's House and it is the Charity's policy to reimburse volunteers for expenses incurred.

	All expenses must be agreed in advance with the person you are responsible to before carrying out any duties that may incur a cost. Please see the expenses policy for more information.
--	--

Julia's House is committed to encouraging equality and diversity among our workforce and our aim is for our workforce to be truly representative of all sections of society and our clients, and for each employee and volunteer to feel respected and able to give their best.

As part of our values, we are committed to supporting equality, diversity and inclusion. Everyone is welcome and supported in their development at all stages in their journey with us.