

Volunteer- Retail

The post holder is expected to:

- Provide excellent customer service at all times. Acknowledge and greet customers on the shop floor.
- Operate the till and process cash and card payments.
- Sign up donors to become gift aided supporters
- To sell hospice lottery tickets
- Show appreciation to donors for all donated goods.
- Sort and process donated stock. Clean, price and hang stock.
- Deliver and maintain high standards of shop presentation, keeping the premises clean and tidy at all times.
- Offer all possible practical assistance to customers.
- Maintain and encourage a cheerful and welcoming atmosphere in the shop at all times.
- Assist with window and internal display.
- Recognise customers may be or know of users of the SBH service or be bereaved and show empathy as appropriate. Personal / professional
- To promote the public understanding of South Bucks Hospice.
- Comply with all SBH policies and procedures.
- Attend relevant meetings as appropriate.

Health and safety

- Understand fire regulations and action to be taken in the event of fire.
- Report any accidents / incidents at work and records adverse incidents as appropriate.
- Take all measures to ensure the safety of customers, staff and volunteers and supporters, in accordance with SBH Health and Safety Policy.

Key requirement of the role as detailed below.

- Moving and lifting of merchandise, bags / boxes of donated goods, books and equipment. Full, current, valid UK driving licence
- Manual handling and / or heavy lifting

SBH is a no-smoking organisation.