

SALES ASSISTANT or DRIVERS MATE

If there is something in the template that does not apply to you or is not needed for the role please state 'not needed' or 'not applicable'

Title: Sales Assistants x 10 These are ongoing roles

Drivers Mate x 2 These are ongoing roles

Organisation: Saint Francis Hospice Shop Heathway

Monday – Saturday 9-1 or 1-5 we ask for a minimum of 4 hours a week but always appreciate it if more hours can be done. These are ongoing positions whilst these positions would suit someone who is looking long term we are more than happy to accommodate people who may only want to volunteer for 3 months or 6 months.

Time commitment (days, hours needed and length of period volunteers will be needed):

Reports to: Toni Bones (Manager)

Michelle Bell (Ast Manager)

Location/Main site volunteers will be based at: Dagenham Heathway Mall at our Saint Francis Hospice shop

Contact person for further details: Toni Bones (Manager) or Michelle Bell (Ast Manager)

Context This is a lovely role where you are able to work the days that suit you. The role is to sort through donations, ticket stock and then display in our lovely shop. Meet and greet customers if you are confident if not and you want to stay back of house that's fine we are happy to accommodate. Those of you who are confident eventually will get till trained and you will get to handle card and cash transactions using our computerised till, in doing this you will meet all the lovely people from in and around Dagenham.

Nature/Purpose of the Role: By giving up your valuable time you will be helping to raise funds for the much needed support the Hospice needs to continue to offer people with life limiting illnesses in the Hospice and for us to make as many home visits as we do free of charge.

Tasks/Responsibilities: To meet and greet the customers as they walk around the store whilst you may be doing a little dusting, sort through donations hand picking the right clothes for our store, hang all clothing donations, ready for pricing, once trained steam the clothes so they look appealing to our lovely customers, once they have been priced they will either hang in the back until there is room or you will be advised to merchandise these but you will be shown.

Once you are confident the Manager Toni will train you in using our till that's if you want too it isn't for everyone but this way you get to meet so many interesting people. At the end of the day we go in to what is called recovery where anything that has been moved out of place gets put back, we Hoover the shop and the back area ready for our next day's trading.

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Desirable Skills/Experience Sought: If you have retail or Customer Service experience brilliant but we are equally happy to train people who are keen and interested in helping us in our local shop at the Heathway.

Benefits of this role: This role will build confidence if needed, give you an understanding of what is involved in working in a charity shop, you will build an eye for detail with merchandising, learn to use a computerised till, make friends with your colleagues and get to know our customers.

Expenses: This needs to be met by the volunteer

DBS: Not required

Any other information: Come to a friendly atmosphere where you will make friends and learn at the same time.