

VOLUNTEER ROLE DESCRIPTION

Role Title	Retail Shop Assistant (Book Shops)
Location(s)	Canterbury Books, 10b Burgate, Canterbury, CT1 2HG
Time Commitment	Shifts to suit are available mornings or afternoons, Mondays to Saturdays. You can donate whatever time you have available, all we ask is a regular commitment from you
Responsible To	Retail Manager

PURPOSE OF THE ROLE

- To assist and serve customers in our book store and provide a high standard of customer service.
- To assist with processing stock, including sorting, pricing and displaying sorted stock onto the shop floor.
- To be involved with the till operation and handling of cash.
- To work to priorities set by the Shop Manager.
- To assist the shop manager with all aspects of shop operations to effectively generate income for the Hospice by preparing and selling a wide range of goods.

KEY DUTIES AND RESPONSIBILITIES

- Prepare donated goods for sale, including receiving, sorting, pricing, displaying and selling.
- Answer customer enquiries and advise and help them with their purchases.
- Ensure a high level of stock control, creating attractive shop floor displays.
- Help to promote Gift Aid and the benefits that it brings to Pilgrims Hospice.
- To assist with cash handling and till operation dealing with various methods of payment.
- The preparation of daily paperwork including banking requirements
- Effectively work with other staff and volunteers in-store to ensure we are all working towards the same goals.
- Liaise with other retail teams as required.
- Promote public understanding of the work of Pilgrims Hospice and the importance of raising funds through the shop and the difference it makes.
- Ensure that the shop premises are well maintained and remain: fresh, clean, tidy and a safe environment for our customers, volunteers and staff.
- To attend the Shop during the agreed shift time and to notify the Shop Manager in good time if you are unable to attend for any reason.

KEY EXPERIENCE, SKILLS and ATTRIBUTES

- A commitment to the ethos of Pilgrims Hospices
- Good communication and people skills
- Knowledge of books (desirable)
- Some level of capability for moving or lifting heavy items
- Experience in a customer service role
- Basic numeracy skills
- You will have the ability to work as part of a team as well as independently.
- Methodical and an organised approach to tasks carried out.
- You will be happy to work in a constantly changing environment.
- You will have a positive 'can do' attitude to share in the responsibility for running a community shop; which exists to support our charity and which offers vital services to our community in turn.
- Willingness to participate in the relevant training and information update sessions

ESSENTIAL TRAINING REQUIREMENTS

- Induction
- Preparation Training: Sorting, pricing, tagging.
- Till Training & Banking: Start of Day and End of Day. Using the till.
- Gift Aid: Why Gift Aid is important to us!
- Health & Safety Training

PILGRIMS VALUES AND BEHAVIOURS

- Delivering Excellence.
- Delivering our Values.
- Understanding and Taking Ownership.
- Managing Performance.
- Team Leadership.
- Developing Others for Success.
- Effective and Respectful Communication.

WHAT WE OFFER YOU

- Fun and friendly environment in which to volunteer
- A chance to develop new skills – EPOS till operation, merchandising, stock sorting.
- The chance to meet new people, both customers and fellow volunteers, and to develop interpersonal skills and increase confidence
- A good introduction to working life
- A positive experience to add to your CV
- A reference (subject to qualifying period and satisfactory attendance)
- Free tea, coffee and biscuits!!

Volunteer Book Shop Assistant - Additional Information

This is an opportunity to be part of an amazing team that can help raise more than £30,000 a day. That is how much it costs to run our three Hospices in Ashford, Canterbury and Thanet. Without our Volunteers our shops would not be able to open.

The experience received by our customers and donors in the shops ensure that our Hospices are viewed positively in the community and continue to be supported at all times.

It is important that all of our Volunteers want to offer exceptional customer service from greeting a customer to receiving donations, assisting a customer in finding a particular item, or dealing with a return. You will be a community ambassador for Pilgrims Hospice.

We like all of our Volunteers to know how to do everything in our shops, even if you have the opportunity to focus on one particular area. You are therefore likely to be involved in some or all of the following duties on a regular basis.

- **Receiving donations** – Ensuring that every donor is thanked and that their donation, however large or small is received and taken into our sorting area in a positive manner. You will be trained how to ask Donors if they would like to be a Gift Aider with us, and help raise an extra 25% on the item they have kindly donated.
- **Sorting** – Every item needs to be carefully evaluated for sale and Gift Aid donations segregated and sorted separately – Gift Aid donations should always be sorted as priority. We take pride in offering fantastic quality items, whether 75p or £1,000.

During the sorting process any possible quirky, rare or high value items are set aside for further evaluation; in conjunction with our paid Managers. These items will go to either eBay or for specialist auction. The items will be picked up from the shops, in the meantime they need to be stored in a safe place in the shop.

- **Recycling** - Those items that we are unable to sell, we aim to recycle, still raising money for our charity, wherever possible.
- **Pricing** – All items offered for sale on the shop floor must be clearly priced
- **Housekeeping and Health & Safety** – It is everyone's responsibility to make sure that our shops remain: fresh, clean, tidy and a safe place for our staff, customers and volunteers.
- **Till Management** – Using the latest technology; you will learn how to process all the sales through the till (Till Training and Gift Aid Manuals are always in the shop for reference). Receipts are offered to our customers and that they are always thanked for using our shop. Returns may be given, only with proof of purchase and the receipt's scanned through the till for audit purposes.
- **Banking** – All of our shops bank daily. You will be trained on completing the necessary paperwork and how/where to bank the takings.