



Shop Volunteer

About the role

Volunteers are a key part of the friendly teams at our charity shops, which sell a range of quality new and donated items.

Supported by Shop Managers, volunteers help ensure shops operate smoothly to raise funds for St Richard's care of patients and loved ones.

We ask Shop Volunteers to give a two to four-hour shift once a week, or once a fortnight. Volunteer shifts are usually 9am to 1pm and 1pm to 5pm, however we are grateful for any support and can be flexible to suit individual needs.

What will you do in this role?

A variety of roles are available in our shops depending on your interest and preference.

- Serve customers on the till
- Sort, inspect and prepare stock for sale, including steaming, labelling and cleaning items
- Ensure stock quality assurance procedures are completed before sending items for sale in the shop
- Merchandise and rotate stock, and create eye-catching displays
- Process and record donations in line with hospice policy
- Identify unique donations and research their value
- Assist customers with queries
- Help to keep the shop tidy and clean

What are the qualities needed for this role?

- Friendly and approachable, with good customer service skills
- Physically fit and able to be on your feet for several hours at a time
- Able to work well as part of a team, proactive and willing to learn
- Patient and able to remain calm in stressful situations
- Thorough, with good attention to detail
- Sensitive and understanding



About St Richard's Hospice

St Richard's cares for adults with a serious progressive illness, improving their quality of life from diagnosis, during treatment and to their last days. And, we support their loved ones.

Volunteering at St Richard's Hospice

We offer a comprehensive onboarding process including an induction day and role specific training sessions.

Our promise to you

- To be part of a team and make a difference to patients and their loved ones
- Support and guidance from our staff
- To gain new skills and work experience while building your confidence
- Invitations to social events and the chance to meet other volunteers and staff
- Opportunity to feedback about your volunteering experience
- A flexible approach to volunteering
- Reimbursement of out of pocket travel related expenses, in line with our policy
- Regular communication and updates about the hospice

Your promise to us

- Complete annual mandatory training
- Act in line with our shared values: caring, compassionate, committed and professional
- Maintain confidentiality
- Follow St Richard's policies and procedures
- Complete your agreed volunteer shifts
- Be a positive representative of St Richard's and an ambassador of our work

We are hugely grateful to our volunteers who help us continue to care for patients and loved ones. Thank you for your interest in volunteering with us.



Contact us

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