

St Helena Hospice Volunteers

VOLUNTEER ROLE DESCRIPTION

Role Title	Volunteer – Store and Donation Centre Assistant
Department/Shop	Retail – Manningtree Store and Donation Centre
Location	Manningtree
Reporting To	Manningtree Site Manager or delegated team member

Volunteering at St Helena

We ask that all volunteers are sympathetic to and be able to project the philosophy, vision and values of St Helena.

The benefits of being a St Helena volunteer include:

- The opportunity to develop new and existing skills and gain experience in the workplace
- The opportunity to make new friends with your peers and local communities
- The satisfaction of knowing you are making a difference to people facing incurable illness or bereavement
- Full support of a specified line manager within a dedicated team
- Volunteering has been proven to help improve mental and physical health and wellbeing and is therapeutic by keeping you active
- Regular news and updates about what's happening at St Helena so you feel part of the team
- Gives you a sense of purpose – the feel good factor!

Role summary

To support the Manningtree team across the retail store and Donation Centre. The role helps provide a welcoming experience for customers and donors, keeps donated goods moving safely and efficiently, and supports clean, organised and well-presented working areas. Duties will be agreed according to operational need, individual ability and completed training.

Main duties of this role may include any of the following:

- Welcome customers and donors in a friendly, helpful and inclusive manner.
- Receive donated goods and direct them to the appropriate area, following current local procedures.
- Help sort, check, prepare, price, display, store or move donated items as trained and directed.
- Support stock replenishment and presentation within the retail store.
- Help keep the store, Donation Centre, storage and work areas clean, tidy, safe and organised.
- Place recyclable or unwanted goods in the correct designated area in line with current procedures.
- Assist with stock movement and transfers, using safe manual-handling methods and asking for help with heavy or awkward items.
- Identify potential high-value, specialist or unusual items and pass them to a trained team member rather than pricing or disposing of them independently.
- Follow controls relating to staff and volunteer purchases, donated stock, confidentiality, security and use of equipment.
- Report hazards, damaged equipment, incidents, safeguarding concerns or unsafe practice promptly to the responsible team member.

- Undertake other reasonable volunteer activities consistent with the role, ability and training.
- Follow all health and safety, fire, manual-handling, security and emergency instructions.
- Wear any required protective equipment and use only equipment for which training and permission have been provided.
- Tell the manager about any support or reasonable adjustment that may help you volunteer safely and effectively.
- Some activities may involve standing, bending or moving donated goods. Tasks can be matched to ability wherever reasonably possible.

Training & supervision

- Online training in relation to the role including health and safety is mandatory.
- An induction and the training needed for agreed duties will be provided.
- Volunteers must not undertake controlled, specialist or equipment-based tasks until appropriately trained and authorised.
- A named manager or delegated team member will provide day-to-day guidance and support.
- Refresher briefings will be provided when procedures or responsibilities change.

Experience & qualifications required

No previous experience or specific qualifications are essential because training will be provided. Previous retail, warehouse or Donation Centre experience is helpful but not essential.

Personal attributes

- Passionate about St Helena.
- Friendly, welcoming and respectful.
- Reliable and able to work as part of a team.
- Willing to follow instructions and ask questions when unsure.
- Good attention to detail and awareness of safety.
- Interested in charity retail, reuse, sustainability or supporting the local community.