

Mystery shopper volunteer



Location:	Across our 33 retail stores in Bucks and Herts.
Time commitment:	Each volunteer will visit around 6 to 8 shops four times a year.

Rennie Grove Peace Hospice Care (RGP) vision

We will support people of all ages who are affected by a progressive life-limiting illness, and those who care for them, to live as well as possible by providing choice and ease of access to a wide range of palliative care and bereavement services across west Hertfordshire and Buckinghamshire.

Purpose of this role

Our fast-paced retail team are dedicated to providing a top-quality shopping experience for all our customers, as well as encouraging quality donations and maximising income to the charity through sales and gift aid. We are looking for someone with high street retail experience to work with the team as a mystery shopper to help ensure that our customers are getting great customer service.

Main tasks

Visit each of our retail shops four times a year to include the following:

- give a donation and check if you are asked to complete a Gift Aid form
- review the customer service experience
- give feedback on the general presentation of the shop

What are we looking for?

- someone with high-street retail experience.
- someone with a good memory who is able to complete a review form after each visit
- someone with a keen eye for detail and the confidence to act as a regular donor or shopper
- you will need a car to get to each shop – we will reimburse travel expenses

Training and support

- we are looking for a particular kind of person who is comfortable in this role, so there will be an informal interview before taking the role forward
- there will be a named line manager who will provide ongoing support
- there will be some mandatory training that you will need to complete at the start of your volunteering with us and then periodically afterwards as refresher training
- your line manager will organise training specific to your role

What you need to know

- you will complete a volunteer application form and we will need to see a form of ID before you get started
- we welcome everyone and will make reasonable adjustments should they be needed
- we will pay reasonable expenses incurred, should you wish to claim them
- we rely on the commitment of our volunteers to support our services, however we understand that you may sometimes need to take a break from your volunteering. When you are ready to return, your line manager will meet with you to talk about the role and make sure it is still right for you, and may ask you to complete some refresher training.

For more information please contact the volunteering team on 01727 731020 (Grove House, St Albans), or 01923 330330 (Peace Hospice, Watford), volunteers@renniegrovepeace.org