

Retail assistant volunteer



Location:	One of 33 charity shops across Bucks and Herts (full list at the end)
Time commitment:	Flexible – we will work with the time that you can give. We hope you can offer a minimum of 2 hours at a time.

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

We'd like all our customers to feel at home when they come into our shops. Your role would be to help with the day to day running of the charity shop, to put the customer first and help them with their purchases or answer any queries they may have.

Our retail volunteers are often the first and only contact that our customers have with RGP and provide a friendly and welcoming service, so helping to increase the chances of customers becoming loyal supporters.

Main tasks

- Using the cash till
- Receiving donations
- Sorting, valuing, pricing and displaying donations of all kinds, and steaming clothes
- Supporting the retail managers and assistant to cull and replenish stock regularly to keep displays fresh
- Engaging with customers and encouraging them to buy lottery tickets and sign up for Gift Aid
- General housekeeping to keep the shop floor and back room clean and safe
- Engaging with mandatory training

What are we looking for?

- Great customer service with a polite and friendly manner
- Someone who can represent Rennie Grove Peace to the highest standards, showing respect for others at all times
- Someone who enjoys working as part of a team in a busy shop, and is happy to work within the shop guidelines
- A reliable person who can let the managers know if they can't attend their shift
- Someone who is willing to learn new skills and engage in the training provided

Training and support

- you will be line managed by the retail manager or assistant
- 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 be offered a taster session to see if you enjoy the role and we think it is right for you
- 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

Please see the next page for a full list of our shops:

Area 1	Area 2
Beaconsfield	Berkhamsted
Bedgrove	Borehamwood
Bourne End	Garston
Bushey	Harpenden
Chalfont St Giles	Hemel Hempstead – Henry Wells
Chalfont St Peter	Hemel Hempstead – Marlowes
Chesham	Hemel Hempstead – Maylands
Chorleywood	Hemel Hempstead – Warners End
Downley	Moneyhill
Flackwell Heath	Radlett
Holmer Green	Southdown
Little Chalfont	St Albans – Fleetville
Princes Risborough – main shop & book shop	St Albans – St Peter’s Street
Rickmansworth	St Albans – Victoria Street
Tring	Watford – Bushey Mill Lane (Tudor)
Wendover	Watford – The Parade (Watford Pond)