

Volunteer Role Description

Retail Volunteer

Our shops help fund Hospice care in the Highlands. Retail volunteers work as part of team with the Shop Manager to keep the shop open and to generate income from the sale of donated and new goods. Our 15 shops are located across the Highlands.



Duties when volunteering as part of the shop team:

- Provide high standards of customer care
- Sort and price
- Operate the till and handle cash
- Help keep the shop clean and tidy
- Follow retail and organisational policies and procedures
- Know about the work of the Highland Hospice

Skills required:

- Honesty
- Great customer service
- Reliability and good time keeping
- Being polite and helpful to others
- Being flexible and open to change

Benefits:

- Retail and team working experience for your CV
- Confidence building
- Meet new people, make new friends
- Give something back

Training:

- Induction
- Moving and Handling (Inanimate Objects) – 2 yearly (1 hour)
- Fire Safety Awareness – Annually
- Practical, on-the-job learning alongside a seasoned volunteer.

When: Various shifts available depending on location

Shops: Our shops are located in Alness, Aviemore, Beauly, Dornoch, Inverness – Falcon Square, Inverness – Harbour Road, Forres, Fort William, Grantown, Nairn, Nairn Bookshop, Portree, Tain, Thurso and Wick.

Role supervisor(s): Relevant Shop Manager

For further information contact the Volunteer Office on 01463 227902 or email volunteer@highlandhospice.org.uk

You can apply online at: [Apply Online](https://highlandhospice.org/how-you-can-help)
<https://highlandhospice.org/how-you-can-help> Volunteering section.