

St Helena Hospice Volunteers

VOLUNTEER ROLE DESCRIPTION

Role Title	Volunteer Donation Centre Assistant
Department/Shop	Donation Centre
Location	Angora Business Park, Stanway Road, Colchester
Reporting To	Donation Centre Manager
<p>All volunteers must be sympathetic to and be able to project the philosophy, vision and values of St Helena Hospice.</p>	
<p><u>ROLE SUMMARY</u></p> <p>To work as part of a team and assist the Donation Centre team to maximise income from receiving and procession of stock.</p>	
<p><u>MAIN DUTIES OF THE ROLE</u></p> <ul style="list-style-type: none"> • Accepting donations in a courteous and friendly manner • Ensuring that customers are made aware of items that are not saleable in a polite manner as laid down by Trading Standards Law. • Ensuring donors are encouraged to sign up to Gift Aid and forms and processing completed • Sorting donated goods (will include moving/lifting heavy items eg sacks of donated clothing, boxes containing books/ furniture etc) • Moving large items into the Furniture shop and moving heavy items around the warehouse • Ensuring recyclable goods are packed and stored in the appropriate place • Placing items in the appropriate areas of the warehouse to ensure it is safe and tidy. • Cleaning duties to keep the warehouse clean • Ensure that Hygiene, Health and Safety, and Fire Regulations are adhered to at all times 	
<p><u>TRAINING & SUPERVISION</u></p> <ul style="list-style-type: none"> • Online health and safety training is mandatory • Training will be provided from staff members 	
<p><u>EXPERIENCE & QUALIFICATIONS REQUIRED</u></p> <ul style="list-style-type: none"> • Customer Services Skills • Experience of working in a charity donation centre/warehouse environment 	
<p><u>PERSONAL QUALITIES</u></p> <ul style="list-style-type: none"> • Team Player • Excellent communication skills 	

- Ability to lift heavy items
- Ability to welcome donors and accept donations graciously as well as being able to explain trading standards regulations in a professional and polite manner when goods cannot be accepted.

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