

St Helena Volunteers

VOLUNTEER ROLE DESCRIPTION

Role Title	Volunteer Donation Centre Assistant
Department/Shop	Donation Centre
Location	Angora Business Park, Peartree Road, Colchester
Reporting To	Donation Centre Manager

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 in your local community
- 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 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 work as part of a team and assist the Donation Centre team to maximise income from receiving and procession of stock.

Main duties of the role

- 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 done 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

Training & supervision

- Online health and safety training is mandatory
- Training will be provided from staff members

Experience & qualifications required

- Customer Services Skills
- Experience of working in a charity donation centre/warehouse environment
- Must be able to explain trading standards regulations in a professional and polite manner when goods cannot be accepted

Personal attributes

- Passionate about St Helena
- Attention to detail
- Excellent communication skills
- Ability to lift heavy items
- Reliable and trustworthy
- Able to work as part of a team
- Welcoming and friendly outlook when welcoming donors and accepting donations graciously