

Volunteer Task Profile

Volunteer Position: Volunteer Warehouse Assistant
Reports to: The Crookes Store Management Team

Introduction to St Luke's

St Luke's is Sheffield's Hospice, with a vision to support and care for everyone affected by terminal illness in Sheffield. We are a community organisation which means that everything we do is focused on helping people in their own communities as well as at our Little Common Lane site and our new, adjoining site at Clifford House on Ecclesall Road South. Our shops are all based in the heart of communities across the city, as are our amazing volunteers and we couldn't do what we do without them.

The Crookes Shop

Our Crookes warehouse is an overflow for all our fantastic donations which come into the Crookes shop on a daily basis. We receive everything from clothes and books to toys and antiques! We're particularly looking for people with an interest in Warehousing and with a keen eye for detail. We also house our electrical section in our Warehouse where PAT testing is carried out, so an interest in this area would be beneficial, but not essential. This is an invaluable role, supporting our shops to maximise donations and raise as much money as possible, to fund our expert care.

Tasks

We do require you to assist in:

- Ensuring the warehouse is kept clean and tidy at all times
- Moving stock by manual operation of cages and wheel sets
- Sorting and unpacking deliveries and assisting in conjunction with St Luke's van Drivers
- Identifying poor quality donations for recycling
- Sorting and processing donated goods, this is mainly grading stock in order of quality
- Packaging up goods for distribution to our shops across Sheffield
- Identifying more unique items and passing them to our e-commerce team
- Attending relevant meetings & undertake all training required
- Acting as an ambassador for St Luke's at all times

We do not require you to assist in

- Line Management of St Luke's employees
- Delegating tasks to other volunteers

Other requirements

- Interest in the work of St Luke's and our values

- Ability to undertake physical tasks and lift weights up to 20KG
- Ability to follow procedures and instructions
- To have good verbal communication skills
- To work in a manner that respects standards of Health & Safety
- Abide by the Health & Safety at Work Act.
- Attend Manual Handling Training
- Be a minimum of 18 years
- Adhere to St Luke's policies and procedures.
- Co-operate and liaise with departmental colleagues.
- Comply with the St Luke's no smoking policy.

Commitment

A shift is typically 4 hours per week, however all levels of commitment will be considered

Skills, experience and knowledge required

- Good organisational skills
- A methodical thinker
- Willingness to learn
- Team player

Training

- St Luke's Induction
- Ongoing Training with Manager/Mentor
- Moving & Handling Training

Benefits

- Opportunity to meet and work with interesting and diverse people
- Opportunity to give back to the community in a direct and meaningful way
- Get job references and develop a portfolio of skills and training gained
- Reasonable travel expenses paid (in line with the volunteer policy)
- Develop team working skills
- Develop customer service skills
- Develop retail skills
- Gain valuable experience for your University/College application
- Potential to complete a Level two short course in Warehousing – Criteria to be met

Contact Information

Volunteer Coordinator – Francesca Bradshaw

Email address – f.bradshaw@hospicesheffield.co.uk

Tel: 0114 2357548

www.stlukeshospice.org.uk/volunteer