

Volunteer Task Profile

Volunteer Position: Retail Volunteer / Donation Centre – Placements

Reports to: Shop Manager/ Deputy Shop Manager

Introduction to St Luke's

St Luke's is a Sheffield-based hospice caring for adults with terminal illnesses, including cancer, HIV, and end-stage heart, lung, kidney, and neurological conditions. We support around 1,800 patients each year, many in their own homes, helping manage pain and provide comfort and emotional support. We also offer counselling and practical help to families. Our work is made possible by over 800 volunteers and 270 staff, alongside vital income from our retail shops, fundraising, and donors. Volunteering with us means being part of something truly meaningful - every hour you give helps us care for more people when they need it most.

Overall Purpose of the Role

We offer flexible work experience placements in our retail shops and donation centre, ideal for individuals looking to build confidence, develop practical skills, and gain insight into a supportive working environment.

Placements range from 1 to 12 weeks, with up to 5 days per week, accommodating students and job seekers alike.

In our retail shops, volunteers assist with tasks such as preparing donations for the shop floor, maintaining an organised stockroom, serving customers, and visual merchandising. At our Donation Centre, roles include sorting and processing donations, maintaining cleanliness, and assisting with packaging and deliveries.

Volunteers can choose to specialise in areas that align with their interests.

To make the most of the opportunity, we ask participants to fully engage with their role, take an active part in daily tasks, and demonstrate a positive attitude and willingness to learn. It's also important that they uphold our core values throughout their time with us. We reserve the right to end a placement early if these expectations are not being met or if it's not working out in the best interests of the individual or the team.

How can you support us?

- Create a positive and welcoming environment in the shop / Donation Centre.
- Serve customers at the till, which may include handling cash and card payments, issuing receipts, and wrapping goods.

- Sort and process donations for the shop floor, including tasks such as steaming, hanging, ticketing, and merchandising stock.
- Remove out-of-date stock from the shop floor (culling).
- Engage with customers about the Gift Aid scheme, aiming to encourage as many sign-ups as possible.
- Identify collectable or vintage items for our eBay and Vintage Teams.
- Support the team by ensuring the shop floor remains clean, tidy, and safe at all times.
- Sort and unpack deliveries and donations
- Meet and greet donors in a polite and helpful manner
- Be flexible, willing to learn, and follow guidance and processes.

How can we support you?

- Provide the opportunity to meet interesting and diverse people.
- Encourage you to give back to the community in a direct and meaningful way.
- Help you develop a valuable portfolio of skills.
- Offer experience and knowledge to support your job applications.
- Support you with advice and provide references.
- Reimburse reasonable travel expenses in line with our Volunteer Policy.