

## **Volunteer Task Profile**

### **Volunteer Position: Retail Volunteer**

**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**

Our retail volunteers assist the Shop Manager in all aspects of running our shops; including preparing our donations for the shop floor, keeping our stock room clean and organised, serving customers and visual merchandising. Volunteers can choose to specialise in any tasks or areas of the shop that they particularly enjoy.

This role is essential in helping us create a welcoming and professional shopping experience for our customers. Every sale made in our shops helps to raise vital funds that support the care we provide to people across Sheffield. By giving your time, you're not only helping us make the most of every donation - we simply couldn't run our shops without the incredible support of volunteers like you.

### **How can you support us?**

- Create a positive and welcoming environment in the shop.
- 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- Remove out-of-date stock from the shop floor (culling).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.
- 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.
- Give you the chance to gain a recognised qualification\*.
- Invite you to our Volunteer Celebration Events.
- Support you with advice and provide references.
- Reimburse reasonable travel expenses in line with our Volunteer Policy.

\*T&C's apply, please ask for more details.