



Sheffield's Hospice

## Volunteer Task Profile The Stables Retail Volunteer

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### **Volunteer Lead: Michaela Crowther – Retail Area Support**

**Hours:** Flexible shifts available throughout the week

**Available to:** Volunteers aged 18+

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### **Introduction**

We're looking for enthusiastic and reliable Retail Volunteers to support our St Luke's shop on Ecclesall Road South. This is a welcoming and rewarding role, perfect for anyone who enjoys working with people and wants to make a real difference in their local community.

St Luke's supports over 6,000 people every year across Sheffield, providing expert care to those affected by terminal illness. Our retail shops play a vital role in helping us raise the £15 million needed annually to fund these essential services, and we simply couldn't do this without the dedication and generosity of our volunteers.

As a Retail Volunteer, you'll be part of a friendly team helping to create a positive shopping experience for our customers, while supporting the day-to-day running of the shop.

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### **What does this role involve?**

#### **Availability and Working Pattern**

The shop operates Monday to Friday only. We are particularly looking for volunteers who can support on Tuesday, Wednesday and Thursday to help cover and serve customers. Mondays and Fridays are typically focused on stock sorting and culling, and volunteering on these days may involve less customer-facing activity. Occasionally, volunteers may be required to work independently in the shop, following agreed procedures and with support available if needed.

#### **Customer Service:**

Welcoming customers into the shop, offering friendly and helpful assistance, and creating a warm and inclusive atmosphere.

#### **Till and Sales Support:**

Handling card payments, and supporting sales to help maximise income for St Luke's.

#### **Stock Preparation:**

Sorting, steaming, pricing, and preparing donated items for sale, ensuring stock is presented attractively and to a high standard.

#### **Visual Merchandising:**

Helping to display items in an appealing way and keeping the shop floor tidy, organised, and well-presented.

#### **Donations Handling:**

Receiving and processing donations in line with St Luke's guidelines, ensuring items are handled respectfully and safely.

*Updated February 2026TP*

**Promoting St Luke's:**

Raising awareness of St Luke's work with customers, signposting fundraising campaigns, and encouraging Gift Aid sign-ups where appropriate.

**Flexible to You:**

Tasks can be tailored to your skills, interests, and confidence levels, with full training provided.

**The suitable candidate should:**

- Enjoy working with people and providing good customer service.
- Be reliable, friendly, and enthusiastic.
- Be comfortable working as part of a team.
- Have a willingness to learn new skills (training provided).
- Be able to follow policies, procedures, and instructions.
- Feel confident reporting concerns, accidents, and near misses to the Shop Manager or Volunteer Lead.

The role description is intended to clarify the duties and responsibilities of the volunteer and is for the benefit of all concerned. It does not form the basis of a contract of employment.

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**Benefits**

- Be part of a friendly and supportive retail team.
- Receive full training and ongoing support.
- Gain valuable experience in retail, customer service, and teamwork.
- Make a meaningful difference to your local community.
- Contribute directly to the funding of essential St Luke's services.
- Meet new people and build confidence in a welcoming environment.
- Recognition for your contribution as a St Luke's volunteer.

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**General**

All St Luke's volunteers are asked to:

- Be a minimum of 18 years.
- Always display their identification badge.
- Have a current enhanced DBS (generated by St Luke's).
- Attend induction and training if required.
- Abide by the Health & Safety at Work Act.
- Adhere to policies, procedures, and the fundraising code of practice.
- Co-operate and liaise with other volunteers (if applicable).
- Have a positive attitude.

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**For more information on the role, please contact:**

For more information on the role, please contact: Michaela Crowther, Retail Area Support via email [m.crowther@hospicesheffield.co.uk](mailto:m.crowther@hospicesheffield.co.uk)