



Sheffield's Hospice

Volunteer Task Profile Donation Centre – Donations Assistant

Volunteer Lead: Donation Centre Management Team

Flexible hours: 3 - 4 per shift currently Monday & Friday 12 – 3pm

Available to: Volunteers aged 18+

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 Retail Department provides a third of St Luke's funds to support the people of Sheffield. We have 13 outlets on the high street across Sheffield and our newly opened Donation Centre; which is the hub for donations and processing donated stock and also where our e-trading site is based.

What does this role involve?

The majority of our shops do not have a lot of space to store donations, so our new Donation Centre is a vital resource to enable us to retain more stock, recycle items to generate income and help us continue to be there for Sheffield people when they need us most. Your role will be to meet and greet customers who want to donate items to us. This will involve accepting donations, asking about Gift Aid and moving & lifting of heavy items.

No previous experience is needed, as full training will be provided, in all aspects of the role, including health and safety, and all government COVID protocols.

This is an active hands on role which involves standing for 3-4 hours and involves customer interaction.

How can you support us?

- ❖ Meet and greet donors in a polite and helpful manner and focus on customer service, helping us to capture new Gift Aid donors and repeat donors.
 - ❖ Monitoring vehicles entering the car park and dealing with customer enquiries.
 - ❖ Promote our volunteer opportunities both at the DC and throughout St Luke's
 - ❖ Ensure that items are labelled with the correct information.
 - ❖ Moving stock by manual operation of cages and wheel sets.
 - ❖ Sorting Donations into commodities.
 - ❖ Identifying poor quality donations for recycling.
 - ❖ Be able to work on your own or as part of a team
 - ❖ Light cleaning duties, ensuring working areas are kept clean, tidy and safe at all times.
 - ❖ Be flexible, willing to learn and follow St Luke's guidance/processes.
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How can we support you?

- ❖ *Give you* the opportunity to meet interesting and diverse people
 - ❖ *Encourage you* to give back to the community in a direct and meaningful way
 - ❖ *Assist you* to develop a portfolio of skills
 - ❖ *Help you* gain valuable experience and knowledge to support job applications
 - ❖ *Invite you* to our Volunteer Celebration Events
 - ❖ *Support you* with advice and provide references
 - ❖ *Provide you* with reasonable travel expenses in line with our Volunteer Policy
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