

Volunteer Task Profile

Volunteer Position: Retail Volunteer – Work Experience

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.

We believe that work experience placements are a valuable opportunity for young people to gain confidence, develop practical skills, and explore what it's like to be part of a working environment. We are always happy to support students looking for placements, and we aim to make the experience meaningful and enjoyable for everyone involved. However, we do have a limited number of work experience slots available each year, and these are allocated on a first come, first served basis.

To get the most out of their time with us, we ask that students fully engage with the role, actively participate, and show a willingness to learn. It's also essential that they demonstrate our core values throughout their placement. We reserve the right to end a work experience placement early if these expectations are not being met or if we feel the placement is not working out in the best interests of the shop or the student.

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- Remove out-of-date stock from the shop floor (culling).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.
- Support you with advice and provide references.
- Reimburse reasonable travel expenses in line with our Volunteer Policy.