

Volunteer Role Description

Volunteer Role	Retail & Café Assistant
Managed by	Shop Manager
Where you will be based	Rowcroft shop

Role summary

We aim to make every day the best day possible for our patients and their families here in South Devon. Our busy shops and cafés raise millions of pounds each year to directly fund the care we provide. Without our retail and café volunteers this would not be possible and this role helps keep the hospice financially viable, as well as making Rowcroft more visible in our community. Volunteering in our shops and cafés is varied, exciting and rewarding. As a Retail & Café Assistant you can take on a variety of activities according to your level of confidence, experience and area of interest - no experience is required.

What you may be doing

- ✓ Greet and serve all customers in a polite and professional manner.
- ✓ Take orders and card and cash payments (till training will be given).
- ✓ Receive and process donations.
- ✓ Prepare stock for sale - steaming, ironing, pricing and so on.
- ✓ Encourage Gift Aid sign-ups and Lottery ticket sales.
- ✓ Help keep the shop, café and kitchen well organised and clean.
- ✓ Assist in preparing food and drink orders to the required standard.
- ✓ Use a barista coffee machine (training will be given).
- ✓ Assist in opening/closing procedures.

This role will suit you if you

- Are enthusiastic about shopping and food and its presentation!
- Can work well with others in a team.
- Enjoy meeting and dealing with the general public.
- Are friendly, positive and approachable.
- Can be flexible and open to change.
- Like to be kept busy and active.
- Are reliable and punctual.

This role could bring you

- Satisfaction through giving something back.
- New friends.
- New skills and greater employability.
- More confidence.

All Rowcroft volunteers will be asked to

- Attend a Welcome Day to learn more about the hospice and where your role fits.
- Respect and uphold Rowcroft's values of: Honesty & Integrity; Generosity of Spirit; Respect; and being a Team Player.
- Act according to our policies, practices and procedures as shared during your induction and any updates.
- Complete any training and update sessions required for your role.