**Volunteer Shop Assistant**

**Role Description**

**Role Purpose**

This is a volunteer role to support the shop team to drive forward a top selling sales culture both on the shop floor and using online selling platforms, to ensure required targets are achieved, and customers and donors receive the highest standards of customer service.

**Key Tasks**

1. Supporting the Shop team to develop a short to medium term shop plan to include targets and key performance indicators, customer profile and engagement, volunteer support, North Yorkshire Hospice Care’s brand recognition and new ideas and promotions to increase sales.

2. To help ensure that the shop provides exceptional standards of customer service and a positive shopping experience, supporting all members of the shop team to meet the same standard. To strive to make each customer and donor interaction the best it can be to enhance customer relationships, increase customer loyalty and accelarate shop growth.

3. Support in achieving the shop costs and sales budget and proactively develop and implement plans to recover any shortfall so that targets are maintained throughout the year.

4. Support with the day to day operation of the retail store ensuring policies and procedures are adhered to, that the required standards for health and safety and trading standards are met and that excellent standards in housekeeping and merchandising are maintained.

5. To assist in the security, maintenance and cleaning of the shop premises, reporting any faults and damage promptly for action.

6. To support the whole shop team in maximising the use of the EPOS system and promotion of Gift aid.

7. To prepare donated goods for display, maintaining an attractive display to maximise the turnover of stock. To ensure that items are marketed to attract the highest price making use of alternative means of selling such as ecommerce as necessary.

8. To work collaboratively with the retail team to share best practice and ensure donations are maximised through store transfers rather than through recycling.

9. To ensure the safe disposal of all waste goods and refuse, maximising any income which can be generated from recycling.

10. To support any ecommerce opportunities, to actively source any items of value that would reach a larger audience through an online platform and bring this to the attention of the store manager.

11. To proactively support the marketing of the stores and sales and fundraising promotions.

12. Attend and participate in meetings, training.

13. To ensure that any safeguarding concerns are identified and reported in line with North Yorkshire Hospice Hare policy and procedures.

14. To embed the values of the organisation into your working practices evidencing this regularly and ensuring this remains a priority.

To carry out all duties in accordance with the law, the Hospice philosophy and values, and the Hospice policy on equality of opportunity, inclusion, and diversity.

The above is indicative of the current responsibilities of the post which may change from time to time in consultation with the post holder in line with the service need.

**Terms and Conditions**

Responsible to: Store Manager

Hours: To Be Agreed

Location: Boroughbridge Shop

**Volunteer Person Specification**

**Education and Qualifications**

* Good general education

**Experience**

* Experience of charity, commercial or independent fashion retail at assistant manager level or above
* Experience of working to and achieving targets
* Experience of leading or working collaboratively within a team
* Experience of working with an EPOS system

**Skills and Knowledge**

* Excellent communicator
* Excellent skills in customer service
* Excellent sales skills and ability to identify new opportunities for increasing sales or reducing costs including stock management and recycling and waste efficiencies.
* Understand targets and key KPIs, ASP, sales space analysis, etc.
* Visual merchandising skills
* Good logistical skills
* Good organisational skills
* Good numeracy skills
* Knowledge of fashion, collectables, and vintage items
* Knowledge of health and safety and trading standards in a retail environment
* Good understanding of gift aid
* An understanding of working with volunteers
* Ability to work autonomously and within a team
* Working knowledge of Microsoft Office and Teams and/or Zoom
* Understanding of data protection and GDPR
* Good understanding of safeguarding

**Attributes**

* Passion for sustainable retail and maintains a good knowledge and understanding of marketplace, competitors, and trends
* Driven by values and integrity, takes responsibility and accountability, builds confidence, and leads by example
* Thrives in a fast paced, challenging, and unpredictable environment
* Works calmly under pressure to execute a wide variety of tasks
* Collaborative and seeks out and supports opportunities to support whole business and not silo needs of individual store
* Able to deal sensitively and professionally with enquiries and contacts from the public
* Flexible working practice with ability to work unsocial hours when required
* Demonstrate a commitment to North Yorkshire Hospice Care’s aims and objectives through its core values and behaviours
* Promote and sustain a responsible attitude towards diversity and inclusion within North Yorkshire Hospice Care.
* Demonstrate a commitment to on-going learning and development and to participate in any training relevant in the role
* Ability to manage physical aspects associated with the role
* Ability to travel between shops and hospice when required

**Our Values at Work**

North Yorkshire Hospice Care is clear about who we are, what we do and why we do it. It is our vision; mission and values that underpin this understanding and all three of these areas continue to evolve as we develop in response to the changing world around us.

we have re-examined our values with our stakeholders seeking to define a sense of who we are today. The result? A set of 10 values/behaviours that crystallize this thinking and act as a yardstick for our thinking and actions.

This shared set of values helps guide our decisions, actions and behaviours and is at the core of our collective aspiration to live in a community where everyone gets the care they need to live their last years, months and days with respect and dignity.

NB: This list is not exclusive or exhaustive but captures those values/behaviours currently at the top of our agenda.

* We put the people who use our services at the heart of everything we do
* We are caring and compassionate
* We are personal and supportive in our approach
* We engage positively
* We are responsive
* We are driven to do better
* We are fair
* We are professional
* We work collaboratively
* We are accountable