



Volunteer Role Profile	
Job Title:	Front Of House Volunteer
Hours of Work:	Monday – Saturday 9am – 3pm
Base:	The Retail Hub
Department:	Retail
Accountable To:	Retail Operations Manager
Responsible For:	<p>Working alongside the front of house supervisor in all tasks set at the donations drop off entrance to The Retail Hub.</p> <p>This role is an engaging, involved, busy and physical role – working at the very start of our donations journey through the Retail Hub.</p>
Organisational Summary	<p>Barnsley Hospice is a charity that provides specialist palliative and end of life care to hundreds of local people and those close to them each year. Our main priority is to achieve the best possible quality of life for people living with a life- limiting illness, whilst supporting those close to them during the period of illness and bereavement. As a specialist care provider, the range of skills we offer include, pain and symptom management, emotional support and end of life care. The hospice currently employs about 100 people and has a team of volunteers, based both at the hospice and within our Retail Hub.</p> <p>We are committed to Equality, Diversity & Inclusion in all that we do and welcome applications from all sections of the community. We particularly welcome applications from Black, Asian and minority ethnic candidates, LGBTQIA+ candidates and candidates with disabilities because we are committed to increasing the representation of these groups at Barnsley Hospice.</p>
<p>Key Duties and responsibilities</p> <ol style="list-style-type: none"> 1. Working alongside the front of house supervisor welcoming donators, receiving donations from donators following The Retail Hub guidance on donation policy and Health & Safety regulations 2. Quality checking, suitability and control of donations and separating donations 3. Any loose stock to be put into suitable container ready for stacking into donation cage. 4. Stock to be identified and stacked in relevant donation cage / storage area. 5. Movement of full cages into back of warehouse for processing and sales 	

6. Having an awareness of Gift Aid

General

1. To undertake any other duties, commensurate with the role as required by the Hospice management.
2. To act as an ambassador of the Hospice, maintaining honesty, integrity and trustworthiness at all times.
3. The post holder will be expected to maintain strict confidentiality at all times.
4. The post holder will ensure that they are aware of and apply health and safety and fire precautions.
5. The post holder is to ensure data protection is maintained at all times.
6. The post holder will be flexible in terms of working hours in order to meet service needs.

N.B - This role profile is not an exhaustive list but it shows many of the aspects to this role.

**PERSON
SPECIFICATION**

Knowledge and educational achievements:

- Experience of working in a warehouse environment is desirable

Experience and work achievements:

Skills and abilities:

- Good customer service skills.
- Excellent oral communication skills.
- Ability to lift a range of items including furniture and donation bags.
- Able to work on own initiative.

Personal attributes:

<ul style="list-style-type: none">• Positive attitude towards working within a team.• Total commitment to all aspects of confidentiality.• Positive commitment towards a quality service.• Honest and trustworthy.• Awareness of importance of hygiene.• Flexible and reliable.	
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Our Values and Behaviours:	
<p>Ambition: <i>We aim high and look for ways to improve ourselves, our services, reach more people and play a leading role.</i></p> <ul style="list-style-type: none"> • We set high standards for ourselves and the services we provide. • We seek every opportunity to learn: from our successes and our mistakes. • We take a flexible and creative approach when seeking opportunities and solutions. <p>Collaboration: <i>We are inclusive and work in partnership with others to achieve shared goals and get the best outcome possible.</i></p> <ul style="list-style-type: none"> • We value diversity in its broadest sense and take meaningful action to create an inclusive environment. • We seek out and nurture partnerships so we can achieve more together. • We are welcoming and friendly. <p>Compassion: <i>We are caring and treat everyone with kindness and respect.</i></p> <ul style="list-style-type: none"> • We show empathy and consideration towards others. • We are genuinely caring and respectful in our interactions with others. • We are generous with our time and attention, and value the people around us. <p>Integrity: <i>We are honest, communicate clearly and openly, and take responsibility.</i></p> <ul style="list-style-type: none"> • We are open and honest with ourselves and others. • We are trustworthy and reliable and deliver on our promises. • We are professional and 	<p>Assessment method – application form and interview</p>

take our responsibilities
seriously.