

# St Clare Hospice Trading Company

## Volunteering opportunities



### **Why we need your help:**

It costs over £4 million each year to provide our vital services (including clinical, fundraising and support services) and with limited NHS funding, we need to fundraise for most of this. Our shops raised almost £400,000 last year so volunteering just a few hours a week at a St Clare shop can make a huge difference to people with life limiting illnesses.

### **The kind of roles that are available:**

#### **1. Shop volunteer**

As a shop volunteer you will work under the guidance of the Shop Manager and as part of a team of volunteers to help ensure the smooth running of the shop. Depending on your particular skills and interests you could get involved in some, or all, of the following:

- serving customers,
- operating the till,
- sorting,
- pricing stock,
- cleaning,
- steaming
- replenishing stock,
- window dressing

#### **2. eBay Assistant**

Our eBay shop provides a vital source of income to enable us to support the care of our patients and their families. Due to the success of our eBay account we are now seeking more volunteers to assist with the management of this account. You could be:

- Updating stock
- Photographing and listing items
- Packing and dispatching stock
- Replying to customer queries in a timely manner
- Managing of refunds and returns

#### **3. Administrative Assistant**

Running eight shops and an online shop needs a lot of organisation. You can help the whole operation run smoothly but assisting our Retail Managers with:

- Answering telephone queries from customers, donors and shop teams
- Scheduling collections and deliveries
- General office administration.

### **The benefits you will get:**

In return you will gain invaluable skills and experience that will look great on your CV, such as:

- Team work
- Customer service
- Responsibility
- Numeracy
- Interpersonal skills
- Time management
- Professionalism
- Cash handling
- Shop Presentation
- Organisation and planning skills

We have flexible working hours available, and would love for you to join one of our teams.

### **Contact**

Rob Wallace - Volunteer Services Manager

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