

Volunteer Role Profile



Volunteer Role

Shop Volunteer

Volunteer Manager

Hospital Volunteering Team

Where you will be based

Hospital

Why we want you

Our Friends shops raise funds for equipment and other items which improve patient experience and the working environment of the hospital's staff. As a volunteer, you will ensure visitors have an enjoyable experience when visiting the shops and ensuring that the shops are kept clean and tidy.

What you will be doing

- Serve members of the public, staff and other visitors with items from the shop
- Replenish stock where necessary
- Process cash and electronic payments
- Ensure the areas remain clean and tidy
- Provide high quality service to customers

The skills you need

- A friendly, positive, adaptable and approachable manner
- Ability to be empathetic, patient and calm in difficult situations if they arise
- Ability to work well within a diverse team
- Ability to follow instructions and be flexible when things change
- Ability to act on own initiative within set boundaries
- Excellent communication and interpersonal skills, including English language
- Ability to respond to visitor needs in a proactive and caring way
- Physical fitness and capability to move shop stock as required
- Ability to use a simple electronic till to take payments, or willingness to learn

What's in it for you

- A fun and fulfilling opportunity to give back to your local community as well as use and develop your skills
- Recognition for your contribution as a volunteer via our awards scheme and regular newsletter
- Reimbursement of agreed out of pocket expenses for travel and refreshments
- Volunteer Core Training and ongoing role-specific guidance, support and

training

- Additional learning opportunities to help you grow and develop in your volunteer role and beyond
- An official volunteer uniform to wear whilst volunteering
- A named member of staff as a main point of contact who will support you, manage your tasks, answer questions and provide help when you need it
- Regular contact and support from staff within the Volunteering Department, including a dedicated hospital volunteering team based at your main hospital site
- An opportunity to feed back about your experience volunteering with us