Volunteer Role Description

Volunteer Role	Volunteer Retail Assistant
Volunteer Manager	Shop Manager
Where you will be based	Rowcroft Shop, King's Ash Way, Paignton

Role summary

At Rowcroft Hospice, 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 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 is varied, exciting and rewarding. As a Retail Assistant you can take on a variety of activities according to your level of confidence, experience and area of interest - no retail experience is required.

What you may be doing:

- ✓ Serve all customers in a polite and professional manner.
- ✓ Take card and cash payments (till training will be given).
- ✓ Receive and process donations.
- ✓ Prepare stock for sale – steaming, ironing, pricing and so on.
- ✓ Promoting Gift Aid sign-ups and Lottery ticket sales.
- ✓ Help keep the shop well organised and clean.

This role will suit you if:

- Are enthusiastic about retail and shops.
- 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

- The opportunity to make a meaningful difference for local patients and families.
- New friendships and the chance to meet people from all walks of life.
- Valuable experience in logistics, customer service and teamwork.

- Increased confidence and practical skills that may support future employment opportunities.
- A sense of achievement from supporting your community and contributing to the success of your local hospice.

We welcome volunteers from all backgrounds and walks of life. Your time, skills and kindness are what matter most.

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.