



## VOLUNTEER OPPORTUNITY - ROLE DESCRIPTION

<b>DETAILS</b>	
Volunteer Role Title:	Volunteer Retail Assistant
Responsible to:	Shop Supervisor
Department:	Retail
Required Hours/Times:	Monday-Saturday, 4 hours per week - Morning / Afternoon Shifts
Location:	One of our shops within Inverclyde area - Greenock, Gourock or Kilmacolm

<b>PURPOSE</b>
<p>Volunteers are so important to the work of Ardgowan Hospice. We depend on contributions of time and skills so that we can continue to provide expert care to patients and their families.</p> <p>We currently have 5 shops across Inverclyde, as a Volunteer Retail Assistant you will be helping to raise vital funds to support patient and family care by working in the shop. You will assist in every aspect of the shop, accepting donations, steaming clothes, operating the till and cashing up at the end of the day, providing excellent customer experiences.</p>

<b>REQUIRED SKILLS / EXPERIENCE</b>
<p>Candidates must be able to work on own initiative and as part of a busy team. The ideal volunteer will have:</p> <ul style="list-style-type: none"><li>● Retail/similar experience</li><li>● Customer service experience</li><li>● Excellent communication skills</li><li>● Problem solving skills</li><li>● Ability to be flexible</li><li>● A keen eye for detail</li><li>● Enthusiasm</li></ul>

If you are interested in applying for this position please call the Volunteering team on 01475 726830 or email [volunteering@ardgowanhospice.org](mailto:volunteering@ardgowanhospice.org)