



**St Oswald's
Hospice**

ST OSWALD'S HOSPICE VOLUNTEER ROLE DESCRIPTION

HQ Shop & Information Assistant

Title: HQ Shop & Information Assistant
- Shaun the Sheep on the Tyne Art Trail
(Please note, you must be 18+ to fulfil this role)

Responsible to: Shop Manager

Location: Newcastle upon Tyne Civic Centre
Duration: 19th July – 27th September 2023
Hours: Daily shifts available 10am – 1pm / 1pm – 4pm

Role purpose:

- To support Shaun the Sheep on the Tyne project team in the efficient daily running of the Shaun HQ by selling merchandise, assisting trail participants and representing St Oswald's Hospice to our local community.
- Raising awareness of and contributing to the work St Oswald's Hospice.

Main duties:

- Welcome, assist and engage with visitors arriving at Shaun HQ.
- Selling Shaun merchandise, recommending donations for paper maps and providing information and directions in a courteous, friendly and helpful manner.
- Ensure Shaun HQ is tidy and stocks of merchandise and maps are replenished and displayed appropriately.
- Promote St Oswald's Hospice through all communications with customers.
- Assist visitors with trail App download and navigation.
- Be aware of the businesses involved and where relevant, direct trail visitors to their locations.

Communication:

- Promote close working relationships and good communication links with colleagues.
- Escalate in a timely way to the Shop Manager any reported damage to sculptures and share visitor feedback.
- Volunteering for St Oswald's Hospice requires a commitment to represent [St Oswald's Hospice values](#) at all times.

Training and development:

- Completion of all mandatory paperwork and training.

Health and safety:

- To take reasonable care of the health and safety of yourself and others while carrying out the role within Shaun HQ and to co-operate in the implementation of the Hospice's Health and Safety Policy.
- The timetable will endeavour to ensure that you will operate in pairs so you will always have a second Trail-maker or staff member on shift with you.

General:

- To be aware of and comply with all Hospice and Statutory Policies and Procedures as appropriate.
- At all times to behave in a manner befitting the role and ensure that St Oswald's Hospice is positively represented to the public and other stakeholders.
- To maintain an appropriate standard of confidentiality.

Essential skills:

- Ability to demonstrate customer care skills, i.e. courteous manner, keen to serve customers with a helpful and friendly approach.
- Good communication skills and ability to interact with a wide variety of people.
- A "people person", who is able to work flexibly as part of a team.
- Ability to positively promote the ethos of St Oswald's Hospice and the work it does in the community.
- An understanding of health, safety and security requirements relating to the role.

Volunteer benefits

- Meeting new people
- Increased confidence.
- Develop inter-personal skills.
- Develop Customer service skills.
- Unique opportunity to be an integral part of a high-profile event putting St Oswald's Hospice and Newcastle upon Tyne on the map, instilling civic pride and showcasing the assets of Newcastle upon Tyne.
- Supporting your local Hospice to raise awareness and much needed funds.