

VOLUNTEER ROLE DESCRIPTION

Volunteer to Career - Volunteer Internship which includes Pitman Training's National Diploma Programme.

The Volunteer to Career (VtC) pathway offers you the chance to gain useful experience while supporting St Oswald's Hospice as a Volunteer Intern. The role will help you to develop new and existing skills and knowledge. It will give you a helpful insight into what it's like to work in your chosen area and help to build your confidence and boost your employability, making it easier to find a job in the future.

You will also work towards a Pitman Training Diploma. Diploma courses are designed to help you progress your career and are highly respected by employers.

VOLUNTEER TITLE: Retail Events - Volunteer Intern

VOLUNTEER LINK: Katie Gallon, Events Coordinator

Aims:

As a Volunteer Retail Events Assistant at St Oswald's Hospice, you'll play a crucial role in bringing our vibrant retail events to life. Whether your passion lies in fashion, homeware, accessories, records, or books, there's a place for you on our team! By helping us deliver exciting, well-organised events, you'll contribute to raising vital funds for the hospice while enjoying the buzz of creativity and community.

When / Where:

A minimum of half day or more per week at the Space our retail events space at our Ouseburn hub at Ouse St, Byker, Newcastle upon Tyne NE1 2AG

Plus a minimum of 4 hours per week training (120 hours in total) at Pitman Training Centre, 2 Collingwood Street, Newcastle upon Tyne NE1 1JF where you will be supported by the Pitman Training Staff.

Main Tasks:

- Assist in preparing for retail events, including sorting and organising donated items like clothing, accessories, books, and homeware.
- Help create themed or trend-based displays to showcase items at their best.
- Provide support on event days by helping set up stalls, welcoming attendees, and maintaining a friendly, engaging atmosphere.
- Assist customers with inquiries about items and the hospice's mission.

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- Share ideas and work with the events team to enhance the appeal of our retail events.

Skills and Experience:

- **Event Planning & Organisation** – Ability to assist in preparing, setting up, and running retail events smoothly.
- **Customer Service & Communication** – Friendly, approachable, and confident in engaging with attendees and answering questions.
- **Creativity & Visual Merchandising** – A good eye for styling displays and making items look appealing.
- **Flexibility & Teamwork** – Willing to help with various tasks, adapt to challenges, and collaborate with others.

Additional Info:

Pitman Training course information can be found at:

[Events Management Training, Course Diploma | Pitman Training](#)

Personal Qualities:

- Identifies with St Oswald's Hospice Values and People Charter <https://www.stoswaldsuk.org/who-we-are/our-values-and-people-charter/>
- Passionate about fashion, homeware, records, books, or retail trends and loves sharing that enthusiasm with others.
- Enjoys engaging with people and creating a welcoming atmosphere.
- Happy to take on different tasks and stay flexible in a fast-paced environment.
- A genuine interest in retail, events, and supporting St Oswald's Hospice.

Benefits:

- Volunteering at St Oswald's Hospice gives you the opportunity to make a difference to people at a difficult time in their lives and to support your local community.
- A chance to develop new skills, experiences and knowledge.
- A chance to meet new people and be part of a friendly team.
- Reimbursement of your travel expenses.
- The support of a Volunteer Link who is an experienced member of the team.
- The support of Pitman Training staff while completing the Pitman Diploma
- Access to training and support offered to our Volunteer to Career volunteers.

Essential Processes/ Training (Internal Info):

- ☐ Recruitment Pathway *[Off-site]*
- ☐ Minimum age *[16+]*
- ☐ Health & Safety Training Online *[Retail]*
- ☐ Additional training specific to role:
Induction

VOLUNTEER ROLE DESCRIPTION

Safeguarding
Radicalisation and EDI
GDPR/information Governance