

**St Oswald's
Hospice**

VOLUNTEER ROLE DESCRIPTION

VOLUNTEER TITLE: HQ Shop & Information Assistant

VOLUNTEER LINK: Caryan Watts

Aims: To support Tales on the Tyne project team in the efficient daily running of the Trail HQ by selling merchandise, assisting trail participants and representing St Oswald's Hospice to our local community. Whilst raising awareness of and contributing to the work St Oswald's Hospice.

When / Where

Location: the space, Ouse Street, NE1 2AG

Duration: 15th July - 14th September 2026

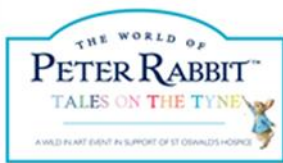
Hours: Daily shifts available 10am – 12.30pm / 12pm – 2.30pm

Main Tasks:

- Welcome visitors and help them feel at home when they arrive at Trail HQ.
- Chat with visitors about the trail, sell trail merchandise, suggest donations for paper maps, and offer helpful information and directions.
- Keep Trail HQ looking welcoming by tidying the space and making sure maps and merchandise are well stocked and nicely displayed.
- Lend a hand at special events and activities taking place in the space.
- Help spread the word about St Oswald's Hospice through positive, friendly conversations with visitors.
- Support visitors to download and use the trail app, including helping them find their way around the trail.
- Be familiar with the businesses taking part in the trail and, where appropriate, point visitors in the right direction.
- Let the Shop Manager know promptly about any reported damage to sculptures and pass on visitor feedback to help improve the trail experience.

Skills and Experience:

- Enjoy welcoming people and helping visitors feel at home.
- Happy to answer questions, share information about the trail, and talk positively about St Oswald's Hospice.
- Comfortable using a smartphone and gently supporting visitors to download and use the trail app
- Like keeping a space looking tidy, well stocked, and welcoming for everyone
- Reliable and happy to work as part of a team, knowing when to ask for help or pass things on
- Confident sharing visitor feedback and letting the team know if anything needs attention



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Additional Info:

We'll aim to schedule shifts so you're working in pairs, meaning you'll always have another volunteer or a member of staff alongside you for support.

Personal Qualities:

- Willing to complete all essential paperwork and training, with guidance and support provided, to help them feel confident and comfortable in the role.
- Takes a positive and sensible approach to health and safety, helping to look after themselves, other volunteers, staff and visitors.
- Understands the importance of following Hospice guidance, policies and procedures, to help create a safe, friendly and welcoming environment for everyone.
- Feels aligned with, and respectful of, St Oswald's Hospice Values and People Charter, and is happy to uphold these when volunteering:
<https://www.stoswaldsuk.org/who-we-are/our-values-and-people-charter/>

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.
- 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.

Essential Processes/ Training (Internal Info):

- Recruitment Pathway *[Off-site]*
- Minimum age *[18+]*
- Health & Safety Training Online *[Retail]*