

ST OSWALD'S HOSPICE VOLUNTEER ROLE DESCRIPTION

Retail Events Assistant

Title: Retail Events Assistant

Responsible to: Retail Events Manager

Location: [the space by St Oswald's Hospice](#), Ouse Street, NE1 2AG plus occasional pop up events across the region

Duration: Ongoing

Hours: Variable dependent on availability, with most events happening on Fridays and Saturdays

Find out about the space by St Oswald's Hospice here:

<https://www.stoswaldsuk.org/the-space-by-st-oswalds-hospice/>

Role purpose:

- To support the retail events team in the efficient daily running of events by selling stock, maintaining a clean and tidy events space, preparing stock, assisting customers 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 events
- Ensure the event space is tidy and well stocked
- Assist in event set up, processing stock and helping create engaging displays.
- Promote St Oswald's Hospice through all communications with customers.

Communication:

- Promote close working relationships and good communication links with colleagues.
- Volunteering for St Oswald's Hospice requires a commitment to represent the 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 during events and to co-operate in the implementation of the Hospice's Health and Safety Policy.

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.
- Opportunity to be a key part of the retail events team
- Supporting your local Hospice to raise awareness and much needed funds.