

VOLUNTEER ROLE DESCRIPTION

VOLUNTEER TITLE: Bridal Shop Volunteer

VOLUNTEER LINK: Demi Prendergast

Aims: As a Bridal Shop Volunteer, you will help create a warm, welcoming experience for people visiting the shop. You will support customers as they browse bridalwear, occasion wear and accessories. You will also help the team care for donated items, so they are ready to sell. Your time will help raise vital funds for St Oswald's Hospice.

When / Where: This is a flexible volunteer role based **above** the Bookshop. We hope volunteers can offer one regular shift each week. We will talk with you about what works best for you and the shop.

Main Tasks:

- Welcome customers in a friendly way and help them feel comfortable in the shop.
- Support brides, wedding parties and other customers as they browse dresses, promwear, accessories and occasion wear.
- Help prepare donated items for the shop floor. This may include steaming clothes, checking items, adding tags and prices, and displaying stock.
- Keep displays attractive, tidy and easy to browse.
- Help keep the shop floor, fitting areas and stock areas tidy, safe and welcoming.
- Support the team with receiving, sorting and preparing donated items.
- If you would like to, and after training, help with the till and sales.
- Follow guidance on confidentiality, health and safety, safeguarding and cash handling where needed.

Skills and Experience:

- You do not need bridal or retail experience. We will give you the guidance and support you need.
- A friendly, patient and welcoming approach.
- Enjoys listening to people and offering helpful support.
- Happy to be part of a friendly team and help where needed.
- Takes care when handling delicate clothes and accessories.
- This role can involve standing for some time, light lifting, and handling delicate or heavier items such as bridal gowns. We will talk this through with you.

Additional Info:

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This volunteer opportunity is available as part of our Volunteer to Career pathway which is ideal for individuals looking to start or transition into a career in Retail.

More information on Volunteer to Career is available at [Volunteer to Career | St Oswald's Hospice](#)

Personal Qualities:

- Friendly, welcoming and patient.
- Respectful of customers' privacy and personal choices.
- Kind and supportive when helping people choose items.
- Reliable and happy to work as part of a team.
- Careful when handling delicate clothing and accessories.
- Interested in retail, fashion, weddings, sustainability or charity work
- Able to follow guidance and ask for help when needed
- Identifies with St Oswald's Hospice Values and People Charter
<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.
- Access to training and support provided to our Volunteer to Career volunteers.

Essential Processes/ Training (Internal Info):

- ☒ Recruitment Pathway [*Off-site*]
- ☒ Minimum age [*18+*]
- ☒ Health & Safety Training Online [*Retail*]
- ☒ Additional training specific to role
- ☒ Available on Volunteer to Career pathway [*Yes*]