

VOLUNTEER ROLE DESCRIPTION

VOLUNTEER TITLE: Furniture Shop Volunteer

VOLUNTEER LINK: Shop Manager

Aims: To help with the general operation of a furniture charity shop

When / Where: 175/181 Shields Road, Byker NE6 1DP.

Monday to Saturday, 9am to 4.30pm. Flexible shifts are available, starting from a minimum of 2 hours.

What you will help with:

- Give customers a warm welcome.
- Help customers find what they need.
- Keep the shop clean, tidy and safe.
- Help put furniture and donated items in the right place.
- Help sort and prepare donated items for sale.
- Ask the Shop Manager or a staff member if you are unsure about anything.
- Tell customers about Gift Aid when it is helpful to do so.
- Be part of the shop team and help the shop run well.

What we are looking for:

- You are friendly and easy to talk to.
- You enjoy helping people.
- You can work well with other people.
- You can listen to guidance from staff.
- You can come in at the times you agree with us.
- You are happy to help with practical tasks, such as sorting items or moving furniture safely.
- You can follow health and safety guidance.
- You do not need shop experience. We will give you support and training.

Additional Info:

This volunteer role can be part of our Volunteer to Career pathway. This is your choice. It may be helpful if you want to learn more about working in retail in the future.

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

Personal qualities:

- Welcoming.
- Kind and respectful.
- Patient.
- Practical and happy to help.
- Trustworthy.

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- Reliable.
- Supportive of St Oswald's Hospice values.

What you can get from volunteering:

- You can make a difference to people at a difficult time in their lives.
- You can support your local community.
- You can learn new skills and gain new experience.
- You can meet new people and be part of a friendly team.
- We can pay back agreed travel expenses.
- You will have support from a Volunteer Link.
- You can access additional support if you join Volunteer to Career.

Essential Processes/ Training (Internal Info):

- ☒ Recruitment Pathway *[Off-site]*
- ☒ Minimum age *[18+]*
- ☒ Health & Safety Training Online *[Retail]*
- ☒ Available on Volunteer to Career pathway *[Yes]*
- ☐ Smartcard Required *[No]*