



Charity Shop Volunteer Specification

Responsible to: Charity Shop Manager, Deputy Area Retail Manager and Area Retail Manager

Location: All Charity Shops currently located in Formby, Burscough, Churchtown, Bispham Road and Chapel Street. Our e-Commerce Shop is located at the top of our Chapel Street Shop.

Background:

Queenscourt Hospice is a local charity and the primary provider of specialist palliative care and support to people in Southport, Formby and West Lancashire with a life-limiting or terminal illness. One in three people will be touched by hospice care and in fact Queenscourt Hospice cares for and supports over 1,900 patients every year and also supports patients' families through our *Stepping Stones* programme which provides bereavement support.

Alongside this, Queenscourt Hospice also provides education to medical professionals in end-of-life care and palliative care. In 2001, we opened the Terence Burgess Education Centre which was named after Terence Burgess, former surgeon to Southport and Ormskirk District General Hospital and the first Chairman of the Queenscourt Hospice board of Trustees.

With less than a fifth of our funding from the NHS, Queenscourt relies very heavily on our community of volunteers and fundraisers to continue to offer their services for free to support our patients with the compassionate care they are used to.

Purpose: Volunteering with Queenscourt Hospice Retail

Volunteering in our shops is more than a role - it's a chance to immerse yourself in rewarding retail work, gain new skills, and be part of a community that spreads compassion and support.

Our volunteers are important to us, and we want to give you the best opportunities possible to ensure this experience is meaningful and enjoyable.

We provide as much flexibility as we can with the tasks required and will keep you informed of new activities and offer dates and times that need filling to suit your availability.

As a Retail Volunteer with Queenscourt Hospice, you'll have the chance to participate in dynamic and community-focused events that extend our reach and impact. These opportunities allow you to engage directly with the public, support our mission, and be part of exciting initiatives.

A day in the life of a Queenscourt Retail Volunteer!

Through this varied role, you'll help deliver exceptional customer service, maintain a welcoming shopping environment, and play a key part in generating vital funds for our cause.

We have a variety of roles within our sector, but day-to-day tasks may include:

- You will be the first point of contact for our customers when they enter our shops creating a warm and inviting experience
- An operational role of operating the till and handling cash with accuracy
- Accepting donations and handling Gift Aid information
- Sorting and preparing donated goods through steaming, pricing, and organising stock for display
- Price reductions and stock manoeuvring
- Creating clean, appealing shelving and window arrangements
- Completing cleaning and housekeeping tasks

Behind the scenes, you may also work on e-commerce activities - selecting suitable stock, photographing, listing items for our online shops, and assisting with order packaging and dispatch. (Please see e-Commerce role description.)

Additional Opportunities with Queenscourt Retail may include:

- Assist in setting up, managing, and staffing temporary retail spaces at local pop-up events or festivals.
- Support the launch of new Queenscourt Hospice shops in various locations.
- Represent your Queenscourt Shop at Christmas markets and setting up festive market stalls.

These opportunities not only enhance your volunteering experience but also play a crucial role in raising awareness and support for Queenscourt Hospice's services.

Skills & Requirements:

To thrive in our Retail Volunteer roles, we seek individuals who:

- **Are aged 16 or over** (16 to 18 years - parental consent will be required)
- **Demonstrate strong interpersonal skills** and the ability to communicate effectively with staff, volunteers, and customers
- **Exhibit a friendly and approachable demeanour**, fostering a welcoming atmosphere
- **Possess a willingness to learn**, with training provided for specific tasks
- **Show initiative and reliability**, contributing positively to the team environment
- **Provide working availability** 4 weeks in advance

Whilst prior retail experience is not necessary, a genuine enthusiasm for supporting the community and a compassionate approach are highly valued.



What we offer you:

- An **induction session** to introduce you to Queenscourt Hospice and your chosen shop, where you can meet the team and find out more about our charity and retail roles.
- **Full training** will be given, and a specific Risk Assessment for you, and we ask that all volunteers be willing to complete any training and learning refreshers as deemed necessary to ensure your safety and that of those working with you.
- A Manager as a point of contact for **support and guidance**.
- The chance to **meet people**, develop new skills, and be part of a fun, compassionate team
- We offer **20% discount** on donated goods (exclusions apply)

Ready to make a difference?

For further information or any queries please get in touch with the Volunteering Team on 01704 544645 or by emailing volunteers@queenscourt.org.uk.

Shop Locations & Contact Information

Churchtown, Cambridge Road, 01704 225466

Bispham Road, Southport, 01704 807577

Burscough, Liverpool Road, 01704 891637

Chapel St, Southport Town Centre, 01704 807879

e-Commerce, Southport Town Centre, 01704 807879

Formby, Brows Lane, 01704 877290
