

# **Retail Assistant (Kentish Town) Volunteer Role Description**

## **North London Hospice purpose**

North London Hospice is a registered charity that has been caring for local people since 1984. We are committed to empowering patients with life limiting illnesses, supporting them to achieve the best quality of life possible. As well as our inpatient unit at Woodside Avenue, we work within the wider community including our Outpatient and Wellbeing services; our support to patients in their own homes; our Community Specialist Palliative Care services; and our Patient and Family Support teams, providing emotional and practical support to patients, their families and carers.

## **About the Retail service**

North London Hospice (NLH) has multiple retail shops across our boroughs. The Logistics and Retail team is responsible for the management, maintenance, and replenishment of these stores.

Raising over £ 5.8 million annually, the Retail team plays a vital role in supporting recycling and reuse of donated goods while generating essential income to deliver the hospice's mission of providing the best of life, at the end of life, for everyone.

## **Where is the role based?**

Retail Assistant Volunteers will be based at our Kentish Town shop.

## **What would you do in this role?**

The role is varied, with key tasks including:

- Welcoming customers into the shop, ensuring customers have a positive experience.
- Assisting customers with enquiries.
- Visual merchandising - ensuring the shop looks it's best and is on-trend
- Receiving donated goods.
- Sorting, tagging, pricing and preparing items for sale.
- Working closely with other volunteers and staff to maintain a safe working environment.
- Helping to keep the store clean, tidy and safe e.g. tidying, washing up, ensuring exits are clear and accessible and it's a pleasant environment to work/volunteer in.
- Assisting with the organising and categorising of donations ensuring that items are ready to be processed, identifying high resale items for online.
- Operating a till and payment system.
- Talking to people about North London hospice and its work.
- Promoting Gift Aid, and other incentives.

## **This role would suit someone who...**

- Likes working with people, being part of a community and has good communication skills.
- Is reliable and punctual, with a flexible attitude to supporting our retail operations.
- Has a friendly, respectful manner, representing North London Hospice with warmth and professionalism when dealing with customers and delivering excellent customer service.

- Demonstrates team spirit, with the ability to work independently, as well as part of a team, with a willingness to 'muck in' – whether that's sifting through donations, sorting or preparing items for sale.
- Has some experience in a retail setting, who is willing to learn new skills and engage in the training provided.
- Responsibly demonstrates a safe and confident approach to manual handling.
- Keeps our hospice values at heart and a belief in the power of volunteering to make a difference.

### **Opportunities and benefits**

- Opportunity to meet new people and be part of a supportive team
- Full induction and opportunities for excellent training and developing new skills.
- Chance to gain experience of working in a retail setting, enhancing your CV.
- Ability to make a positive difference to peoples' lives, contributing to North London Hospice's work in providing the best of life, at the end of life, for everyone.

### **Time expectation**

Different shift patterns across our store opening hours are available. Volunteers are asked to commit to a regular schedule where possible

### **Training**

Initial mandatory training and induction when you join. Role-specific training will also be provided including safe manual handling procedures with refresher training provided periodically.

### **What else do you need to know?**

- You must be 16 or over to apply for this role.
- There is a 3-month settling in period to allow you and us to identify suitability for the role.
- You'll be supported by a named line manager who will help guide your journey.
- You will have an opportunity to make a meaningful difference by supporting hospice care.
- You will receive full training and support.
- Willing to work within all North London Hospice's values, policies and procedures and to attend all meetings and training related to your role.
- At North London Hospice we strive to continuously demonstrate our values. These values are embedded in our recruitment and selection process, and we are fully committed to equality, diversity and inclusion in both our workforce and within our culture.

### **Requirements**

Completion of online application form; an informal volunteering interview; two references and a disclosure and barring service check (people are not necessarily unable to volunteer if they have a criminal record, with each case considered individually); completion of core and service-specific induction and training.

### **Equal opportunities**

North London Hospice is an equal opportunities employer. We value diversity, and we acknowledge that we currently have an underrepresentation from Black, Asian and Minority Ethnic people. North London Hospice role opportunities are open to all, and we welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation or age.

**For further information,  
please contact the service lead**

Samantha Bannerman-Williams, Retail Coordinator  
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If you are interested in this role and would like to apply, please follow this link to complete our online application: [MyImpactPage - Application Form - Retail Recruitment](#)