

# Donation Sorting 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 has multiple shops dotted around our boroughs and the Retail team are responsible for the management, maintenance and replenishment of all these stores. Raising over £1.6 million annually, the Retail team support the recycling of pre-loved items while playing a pivotal role in providing income generation to deliver the North London Hospice mission.

## Where is the role based?

We are looking for Donation Sorters in a number of our North London Hospice' retail shops within the Boroughs of Barnet, Enfield, Haringey, Camden and Islington.

## Purpose of the role

As a Donation Sorter, you'll play an important role in supporting our charity shops by carefully sorting donations, and preparing them for sale. You will help to ensure items are in a good condition for sale, while responsibly recycling those that cannot be sold. You will ensure the sorting area is always kept clean, organised and welcoming, contributing to the smooth running of the shop and making every donation count.

## Main tasks

- Curate and sort through donated items and prepare them for our shop floors
- Recognise valuable garments and quality pieces
- Work independently and manage your own donation piles
- Support sustainability and circular fashion by extending the life of donated goods

## What are we looking for?

- **A safe and confident approach**, able to handle sorting tasks safely and responsibly.
- **Reliability and punctuality**, with a flexible attitude to supporting our retail operation – including sorting, steaming and pricing donated items and goods.
- **A friendly, respectful manner**, representing North London Hospice with warmth and professionalism when dealing with donors, shop teams, and the public.
- **A team spirit**, with the ability to work independently and a willingness to 'muck in' – whether that's sorting through donations, upcycling items, or assisting customers.
- **Experience**, ideally some experience with Retail, Charity and second-hand clothing, fashionable labels and current style trends.
- **Our hospice values at heart** – compassionate, open, respectful, empowering, and collaborative – and a belief in the power of volunteering to make a difference.

## **Time expectation**

Flexible – Whilst this role is flexible and can fit in around your existing commitments, volunteers are asked to commit where possible to a regular shift pattern.

## **Training**

- Initial mandatory training when you join.
- Refresher training provided periodically.
- Role-specific training on safe handling and procedures.
- An individual support plan will be created to ensure your safety and comfort in the role.

## **Equal opportunities**

In everything we do at the hospice, we want to ensure that our volunteers feel they are part of an inclusive environment, where they are welcome and difference is respected and celebrated.

We can only make this possible by making sure the hospice is accessible to all and has a wide range of people volunteering for us.

We therefore actively welcome applications from groups currently underrepresented in volunteering at the hospice, including, for example, those from ethnic minority, disabled and LGBTQ+ backgrounds.

## **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](#)