

Volunteer Fashion Mender 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

The North London Hospice has multiple retail 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?

The role is based at North London Hospice, The Mall Wood Green in the bustling shopping complex.

Purpose of this role

Fashion Mender Volunteers will use their sewing, repair and creative skills to inspect, mend and upcycle donated items. By giving pre-loved items a second chance, we can ensure more donations can be sold in our shops, reducing waste and supporting sustainable fashion. This work plays a crucial role in keeping our shops stocked with quality, unique items, helping to raise the funds needed to provide specialist care and support for people in our community.

Main tasks

- Carry out sewing, upcycling, and textile repairs on donated clothing and accessories.
- Reimagine or enhance items for resale.
- Work independently and manage your own repair projects.
- 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.

What you need to know

- You will complete a volunteer application form and we will need to see a form of ID before you get started.
- 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.
- You will represent North London Hospice values: **compassion, openness, respect, empowerment and collaboration.**
- You'll be supported by a line manager who will help guide your journey.
- If you take a break from volunteering, a return meeting and potential refresher training will help you settle back in.
- You will have an opportunity to make a meaningful difference by supporting hospice care.

Time expectation

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

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](#)