

# Volunteer Portable Appliance Tester 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 PAT testers in a number of our North London Hospice shops within the Boroughs of Barnet, Enfield, Haringey, Camden and Islington.

## Purpose of this role

The Portable Appliance Testers check donated electrical appliances to ensure they are safe to use. Volunteers undertaking this role will visually inspect and test items with a PAT device to make sure only safe items meet the shelves. This role protects our customers, keep stock moving and help us get the most out of each electrical donation.

- Carry out visual inspections of donated electrical appliances
- Use a PAT tester device to check items are safe for use.
- Attach test labels to appliances, clearly marking pass or fail.
- Set aside any failed items in line with safety procedures.

## Main tasks

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## 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.
- You will receive full training and support.

### 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. Different shift patterns across our store open hours are available. We are looking for volunteers who can commit to a regular schedule where possible to help test donated electrical goods.

### 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](#)