

Volunteer Retail Recruitment Administrator 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?

The role is based at our High Barnet store, 120 High St, Barnet EN5 5XQ.

What does the role entail?

This role supports the administrative function of recruiting, onboarding, and managing volunteer enquiries within the hospice's Retail directorate. The volunteer will help coordinate communications, liaising with volunteers, shop managers and the People team to ensure processes run smoothly. The role contributes to creating a positive and organised volunteer experience while supporting the wider team in delivering effective people services.

Main tasks

- **Communication:** Responding to queries via phone or email and liaising with volunteers and team managers
- **Onboarding:** sending emails, liaising with the People team about reference checks and progress and helping new volunteers complete necessary paperwork.
- **Volunteer records:** updating the volunteer database and maintaining accurate records.
- **Recruitment support:** monitoring volunteer applications, acknowledging enquiries and setting up interviews.

This role would suit someone who...

- Has basic IT skills, including confidence using Microsoft Office and Outlook.
- Communicates clearly and confidently, with the ability to handle enquiries and share information in a professional and sensitive manner.

- Is reliable and punctual, with a flexible and proactive approach to supporting the team.
- Has a friendly and respectful manner, representing North London Hospice with warmth and professionalism when interacting with patients, visitors, volunteers, and colleagues.
- Works well as part of a team, while also being able to work independently and take initiative when needed.
- Ideally has some experience in a similar role and feels confident carrying out a range of administrative tasks.

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.
- 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

This is a flexible role designed to fit around your existing commitments. While we ask volunteers to attend on a regular basis where possible, we will work with you to find a schedule that suits you. As a guide, volunteering for a couple of hours once or twice a week would be a helpful starting point, though this can be discussed and adjusted to suit your availability.

Training

- Initial mandatory training when you join.
- Refresher training provided periodically.
- Role-specific training on safe handling and procedures.

What else do you need to know?

- You must be 18 or over to apply for this role.
- You will complete an online 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 named line manager who will help guide your journey.

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 volunteer team:

retail@northlondonhospice.co.uk

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