

# Shop Volunteer

## Role Outline

We're looking for energetic and enthusiastic people to volunteer in any of our 12 charity shops across North Staffordshire and surrounding areas.

Your role will be varied and interesting and you'll be with a team of dedicated volunteers to help raise money for Douglas Macmillan Hospice

Your main duties will include:

- Helping to maintain a high standard of presentation on the shop floor.
- Helping to advise customers on their purchases.
- Operating the till and packaging purchases
- Assisting with displaying and merchandising stock.
- Maintaining our high level of customer service.
- Helping to sort through donations of bric-a-brac, clothing and accessories.
- Preparing them for the shop floor by steaming, sizing, and hanging.
- Price items appropriately by considering the condition and brand.
- Recycling items that are unsuitable for sale.
- Building and maintaining the reputation of the both the shop and hospice within the local area

The ideal person will be reliable, honest, trustworthy, friendly, and good with people. Formal qualifications or previous experience is not necessary.

This is a part-time position and hours can be arranged to suit. The position is unpaid as it is a Hospice volunteer role

If you think you would like to be part of a very friendly and rewarding team then please contact Jan Myers (Hospice Voluntary Services Manager) for further information and an application pack.

## Skills/qualifications

	Essential	Desirable	Training given
Customer Service Skills	✓		
Money handling	✓		
Operating a Till			✓

## Availability

- Monday to Saturday
- 9.30am till 4.30pm

## Volunteer Area – Where will I be Located?

We have 12 charity shops across North Staffordshire and surrounding areas:

**ALSAGER** - Douglas Macmillan Hospice Shops  
18, Lawton Rd, Stoke-On-Trent, Staffordshire ST7 2AF  
Tel: 01270 878818

**BIDDULPH** - Douglas Macmillan Hospice Shops  
73, High St, Biddulph, Stoke-On-Trent, Staffordshire ST8 6AA  
Tel: 01782 519906

**CHEADLE** - Douglas Macmillan Hospice Shop  
26, High St, Cheadle, Stoke-On-Trent, Staffordshire ST10 1AF  
Tel: 01538 267091

**HANLEY** Douglas Macmillan Hospice Shops  
52, Piccadilly, Hanley, Stoke-On-Trent, Staffordshire ST1 1EG  
Tel: 01782 287778

**KIDSGROVE** Douglas Macmillan Hospice Shops  
40 Market St, Kidsgrove, Stoke-on-Trent, ST7 4AB  
Tel: 01782 783887

**LEEK** - Douglas Macmillan Hospice Shops  
43, Derby St, Leek, Staffordshire ST13 6HU  
Tel: 01538 388284

**LONGTON** - Douglas Macmillan Hospice Shops  
35, Market St, Longton, Stoke-On-Trent, Staffordshire ST3 1BJ  
Tel: 01782 594877

**LONGTON** Douglas Macmillan Hospice Shops – (Furniture store)  
2, Commerce St, Longton, Stoke-On-Trent, Staffordshire ST3 1NH  
Tel: 01782 334017

**MEIR** - Douglas Macmillan Hospice Shops  
729, Uttoxeter Rd, Meir, Stoke-On-Trent, Staffordshire ST3 5PD  
Tel: 01782 341011

**NEWCASTLE** - Douglas Macmillan Hospice Shops  
1 High Street, Newcastle, Staffordshire, ST5 1RB  
Tel: 01782 617214

**STOKE** - Douglas Macmillan Hospice Shops  
48 Church Street, Stoke, Stoke-on-Trent, ST4 1BL  
Tel: 01782 746617

**TUNSTALL** - Douglas Macmillan Hospice Shops  
186, High St, Tunstall, Stoke-On