

# Volunteer Role Description



<b>Role Title</b>	Retail Furniture Shop Volunteer
<b>Role Location</b>	The Myton Hospices Shop Bridge St, Nuneaton CV11 4DX
<b>Role Days/Hours</b>	Varied
<b>Responsible To</b>	Shop Manager, at location

## The Myton Hospices – About us

At Myton we believe that everyone matters for every single moment of their life; we focus on enhancing life when cure is no longer an option. We are leaders in compassionate end of life care; our work centres on patient wellbeing and involving them in decisions about their care. Perhaps most importantly we give our patients more quality time with their loved ones. Volunteers play a vital role in the services that we are able to offer – they are highly valued and we just couldn't operate without them!

Our Values:

- ✿ **One Myton**, one team, one goal – delivering holistic care
- ✿ **Professional** in all we do
- ✿ **Respect** and dignity for all
- ✿ **Value** every individual and ourselves

## The Volunteering Opportunity – How you can make a difference

The success of any shop, is through excellent retail practices and good customer service. Our shops generate income so that we can continue to provide care, free of charge, to people in our local community; we do this through maximising sales of the goods donated to us and by promoting the activities of Myton to the public. Our volunteers are at the heart of these operations and the services we provide.

## Key Duties – What your role could involve

We have a variety of different roles including; Sales Assistant Volunteers, Stock Sorting/Building Volunteers, Key Volunteers, Visual Merchandising Volunteers – we are happy to be flexible to match your skills to our team. The main tasks involved in volunteering in our shop include:

- ✿ Welcoming and assisting customers, providing service to the highest standard
- ✿ Receiving donated goods and sorting, building furniture, cleaning furniture
- ✿ Lifting and carrying small/large pieces of furniture following manual handling guidelines
- ✿ Promoting Gift Aid, the Lottery and other Myton incentives
- ✿ Visual merchandising – ensuring the shop looks it's best
- ✿ Operating the till and dealing with various types of payment
- ✿ Keeping an eye on the security of the shop
- ✿ Maintaining a clean and safe working environment



**The time that you give as a volunteer will make a huge difference...**



## Skills & Qualities – Will the role suit me? Yes, if you are...

- ✿ Enthusiastic and cheerful with a positive attitude
- ✿ Passionate about customer service and enjoy interacting with people
- ✿ A team player
- ✿ Reliable, flexible and dependable
- ✿ Respectful of others and their diversity
- ✿ Interested in supporting the work of The Myton Hospices

## Benefits – What can Myton offer me as a volunteer?

- ✿ A chance to develop new skills and experiences to add to your CV
- ✿ An opportunity to contribute to the support we offer our patients and their families
- ✿ A chance to meet new people in your local community
- ✿ Reimbursement of your travel expenses within the boundaries of Coventry & Warwickshire



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