St Helena Hospice Volunteers

VOLUNTEER ROLE DESCRIPTION

Role Title	Volunteer – Retail Shop and Cafe Assistant
Department/Shop	Retail – Manningtree Retail Shop and Cafe
Location	Manningtree
Reporting To	Manningtree Site Manager, Assistant Manager or delegated team member

Volunteering at St Helena

We ask that all volunteers are sympathetic to and be able to project the philosophy, vision and values of St Helena.

The benefits of being a St Helena volunteer include:

- The opportunity to develop new and existing skills and gain experience in the workplace
- The opportunity to make new friends with your peers and local communities
- The satisfaction of knowing you are making a difference to people facing incurable illness or bereavement
- Full support of a specified line manager within a dedicated team
- Volunteering has been proven to help improve mental and physical health and wellbeing and is therapeutic by keeping you active
- Regular news and updates about what's happening at St Helena so you feel part of the team
- Gives you a sense of purpose – the feel good factor!

Role summary

To support the Manningtree team across the retail shop and cafe. The role helps provide a welcoming customer and donor experience, supports the preparation and sale of donated goods, and assists with safe and efficient cafe service. Activities will be agreed according to operational need, individual ability and completed training.

Main duties of this role may include any of the following:

Retail shop activities

- Welcome customers and donors in a friendly, helpful and inclusive manner.
- Help receive donations and direct donated goods to the appropriate area, following current local procedures.
- Help sort, check, prepare, price, steam, display or replenish donated goods as trained and directed.
- Maintain attractive, tidy and well-stocked shop displays and support seasonal or promotional activity.
- Operate the retail till and handle cash or electronic payments only after completing the required training and authorisation.
- Identify potential high-value, specialist or unusual items and pass them to a trained team member rather than pricing or disposing of them independently.
- Keep retail, stockroom and customer areas clean, tidy, safe and organised.
- Follow controls relating to donated stock, staff and volunteer purchases, refunds, Gift Aid, confidentiality and security.

Cafe activities

- Welcome cafe customers and provide friendly, inclusive and helpful service.
- Take customer orders, operate the cafe till and handle cash or electronic payments as trained and authorised.
- Prepare and serve approved hot and cold drinks and food items in line with current procedures.
- Use the coffee machine and other cafe equipment only after completing the required instruction and training.
- Keep service counters, food-preparation areas, seating areas, equipment and washing-up areas clean and tidy.
- Restock approved food, drink, packaging and service items and advise the responsible team member when supplies are low.
- Follow date checks, stock rotation, temperature-control, storage, portion and waste procedures as trained.
- Follow allergen controls and provide information only from authorised sources. Refer uncertainty or customer questions to a trained team member rather than guessing.

Shared responsibilities

- Place recycling and waste in the correct designated areas.
- Report spillages, hazards, faulty equipment, incidents, safeguarding concerns or unsafe practice promptly.
- Work flexibly across the retail shop and cafe according to operational need, agreed duties and completed training.
- Undertake other reasonable volunteering activities consistent with the role, ability and training.

Health, safety and food safety

- Follow all health and safety, food hygiene, allergen, handwashing, cleaning, temperature, storage, fire, security and emergency instructions.
- Wear suitable clothing and any required protective equipment and follow current personal-hygiene requirements.
- Tell the responsible team member about illness or any circumstance that may affect safe food handling before starting cafe duties.
- Use safe manual-handling methods and ask for help with heavy, bulky or awkward items.
- Tell the manager about any support or reasonable adjustment that may help with safe and effective volunteering.

Training & supervision

- Online training is mandatory to include food hygiene, food allergen and health and safety, to be completed via the organisation training platform.
- An induction and training for all agreed retail and cafe duties will be provided.
- Required learning may include till operation, customer service, Gift Aid awareness, health and safety, manual handling, food hygiene, allergen awareness, fire safety and safe equipment use.
- Volunteers must not prepare or serve food or drinks, provide allergen information, operate equipment, or complete controlled retail tasks until appropriately trained and authorised.
- A manager, Assistant Manager or delegated team member will provide day-to-day guidance and support.

Experience & qualifications required

No previous experience or specific qualifications are essential because training will be provided. Previous retail, cafe, hospitality, till or cash-handling experience is helpful but not essential.

Personal attributes

- Passionate about St Helena.
- Friendly, welcoming and respectful.
- Reliable, flexible and able to work as part of a team.
- Good communication and customer-service skills.
- Willing to follow instructions and ask questions when unsure.
- Good attention to detail, cleanliness and safety.
- Comfortable approaching and engaging with members of the public.