

VOLUNTEER ROLE DESCRIPTION

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| Role Title | Retail Driver's Buddy |
| Department/Shop | Retail – Donation Centre |
| Location | Donation Centre and out on vehicles |
| Reporting To | Donation Centre Manager |
| <p><u>Volunteering at St Helena</u></p> <p>We ask that all volunteers are sympathetic to and be able to project the philosophy, vision and values of St Helena.</p> <p>The benefits of being a St Helena volunteer include:</p> <ul style="list-style-type: none"> • 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 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! | |
| <p><u>Role summary</u></p> <p>To work as part of a busy team, assisting the Donation Centre team to maximise income by supporting Drivers on deliveries and collections in the shops and some processing of stock. This role requires a level of fitness.</p> | |
| <p><u>Main duties of the role</u></p> <ul style="list-style-type: none"> • Accompany Drivers on deliveries and support with moving of cages and stock to and from the shops • Assist in the shops with moving of stock and removal of unwanted items • To act as Banksman when the drivers when moving vehicles in tight areas, to ensure that the vehicle is moved safely • If required help with the sorting and assigning of donations to shops • Be aware of and adhere to health & safety regulations at all times | |
| <p><u>Training & supervision</u></p> <ul style="list-style-type: none"> • Health and safety training is mandatory (repeated annually), some of which is online • Training on site at Donation Centre for handling of stock and cages. • Banksman training will be given | |

Experience & qualifications required

- Some customer services/warehouse environment experience would be advantageous
- Must have good communications skills to be able to explain trading standards regulations in a professional and polite manner when goods cannot be accepted
- Experience of having worked in similar role

Personal attributes

- Passionate about St Helena
- Attention to detail
- Comfortable handling cash
- Good communication skills
- Reliable and trustworthy
- Team player with a friendly outlook