

VOLUNTEER ROLE DESCRIPTION

Role Title	Retail Driver's Buddy
Department/Shop	Retail – Donation Centre
Location	Donation Centre and out on vehicles
Reporting To	Donation Centre Manager

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 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 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.

Main duties of the role

- 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

Training & supervision

- 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