

Volunteer Role Profile



Volunteer Role	Retail Volunteer
Volunteer Manager	RHC Retail Manager
Where you will be based	Shop

Why we want you

We would love to welcome you as part of our volunteering team to support the activities in our new Shop and Post Office at the Soane Stable Yard. New products are being created which will appeal to visitors to the Soane Stable Yard and those taking guided tours of the Royal Hospital Chelsea. Together with the Post Office, the new shop will also offer a vital service to staff, Pensioners and Pensioners' families and the local community. The new Shop and Post Office will open at the Soane Stable Yard in early September 2024. We will need help to prepare the Shop for opening during August 2024.

We are looking for volunteers with a friendly attitude who enjoy interacting with a variety of people, who are passionate about volunteering and happy to work as part of a team.

No Post Office services will be required to be undertaken by volunteers.

What you will be doing

- Supporting the Shop and Post Office staff members in the day to day running of the Shop
- Providing excellent service to our visitors, ensuring they have a warm welcome and enjoyable visit
- Responding to visitor enquiries and feedback
- Working on the till processing sales and returns
- Preparing stock for display in the shop, including checking off deliveries and pricing products (Note, some lifting may be involved)
- Supporting the Visual Merchandising of the Shop to ensure products and fixtures are clean, enticing to visitors and encourages sales
- Occasionally picking, packing and despatching orders received via the online shop
- Supporting the running of pop-up shops around the Royal Hospital Chelsea Estate
- Stock-taking and other administrative tasks

The skills you need

- Friendly and helpful
- Excellent customer service and customer interaction
- Good communication skills and approachable nature

- Interest in supporting the work of the Royal Hospital Chelsea
- Happy to be part of an amazing team of staff and volunteers
- Flexible and willing to do a variety of the shop tasks
- Accurate handling and processing of cash and card transactions, including refunds where necessary.
- A good level of numeracy
- Ability to represent the Royal Hospital Chelsea with professionalism, promoting our ethos, values and reputation

What's in it for you

- Experience of working in retail as a volunteer
- Have fun and meet new people
- Familiarisation with site and staff
- Develop skills for your CV
- Volunteer induction including Health and Safety training
- Additional Training in relation to your role, including cash handling and training in the use of an Electronic Point of Sale system
- Refresher training every 2 years relevant to your role
- Regular one to one supervision to support you in your role and discuss your development
- Recognition and appreciation for your contribution
- Reimbursement of reasonable expenses in line with RHC policy
- Opportunities take part in fairs and events throughout the year

Disclaimer

The tasks and activities listed in this role description are intended as a guideline to the duties you will perform as a Retail Volunteer, to clarify your volunteer role for the benefit of all concerned. It does not form the basis of a contract of employment. Volunteer activities may be varied from time to time in consultation with yourself.