

## St Helena Volunteers

**VOLUNTEER ROLE DESCRIPTION**

<b>Role Title</b>	<b>Volunteer Donation Centre Assistant</b>
<b>Department/Shop</b>	<b>Donation Centre</b>
<b>Location</b>	<b>Angora Business Park, Peartree Road, Colchester</b>
<b>Reporting To</b>	<b>Donation Centre Manager</b>

**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 in your local community
- 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 team and assist the Donation Centre team to maximise income from receiving and procession of stock.

**Main duties of the role**

- Accepting donations in a courteous and friendly manner
- Ensuring that customers are made aware of items that are not saleable in a polite manner as laid down by Trading Standards Law.
- Ensuring donors are encouraged to sign up to Gift Aid and forms and processing completed
- Sorting donated goods (will include moving/lifting heavy items eg sacks of donated clothing, boxes containing books/ furniture etc)
- Moving large items into the Furniture shop and moving heavy items around the warehouse
- Ensuring recyclable goods are packed and stored in the appropriate place
- Placing items in the appropriate areas of the warehouse to ensure it is safe and tidy.
- Cleaning duties to keep the warehouse clean
- Ensure that Hygiene, Health and Safety, and Fire Regulations are adhered to at all times

**Training & supervision**

- Online health and safety training is mandatory
- Training will be provided from staff members

**Experience & qualifications required**

- Customer Services Skills
- Experience of working in a charity donation centre/warehouse environment
- Must be able to explain trading standards regulations in a professional and polite manner when goods cannot be accepted

**Personal attributes**

- Passionate about St Helena
- Attention to detail
- Excellent communication skills
- Ability to lift heavy items
- Reliable and trustworthy
- Able to work as part of a team
- Welcoming and friendly outlook when welcoming donors and accepting donations graciously

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