



Over 350 Volunteers support the work of Martin House across the region. We are grateful to all our volunteers for their time and dedication, and could not exist without their continued support.

The Volunteer Role: Shops/Warehouse
Reports To: Retail Management

Many of our 350 volunteers give their time in our retail outlets across the region. Working alongside the shop manager, you'll become part of a team which generates as much income as possible to support our children, young people and families.

The role includes:

- Ensuring quality customer service
- Introducing Gift Aid to donors
- Sorting and steaming clothes
- Serving customers
- Housekeeping and merchandising.

Commitment:

Our retail volunteers work in shifts, often donating one or two mornings or afternoons per week, but two hours once a week is also valuable. Hours are flexible to suit the volunteer and the relevant shop.

Applicant qualities:

- Organised
- A flexible and positive approach
- Adaptability to the role's requirements
- To be polite and friendly, and have good people skills.

Full training and supervision will be given on shop procedures, and the use of any necessary equipment, including the tills and steamers.

Volunteers are invited to attend an annual hospice-wide training day which includes other areas of our work.

Volunteers are invited to join the Martin House Volunteer Forum (more information available on request).