



VOLUNTEER ROLE DESCRIPTION

VOLUNTEER TITLE: Donation Point Receptionist

VOLUNTEER LINK: Ann Traynor

Aims:

To provide a warm welcome to supporters donating their second-hand items, encouraging all to sign up to Gift Aid where possible.

Where:

St Oswald's Hospice Ouseburn Donation Point – Ouse Street, Byker, NE1 2AG

Availability:

Volunteering will fall between the hours of 9:30am and 3pm Monday through to Saturday.

Note: We are urgently in need of a volunteer to support us on Saturdays.

Main Tasks:

- To meet and greet people donating their second-hand goods
- To thank everyone for their generosity no matter whether they donate five bags or fifty
- To encourage all donors to sign up to Gift Aid where possible. If donors are already signed up, to ask them for their Gift Aid number to add to their bags of donations
- Answering and forwarding phone calls to the sorting team and event venue, **the space**
- Taking payment for items on sale at the donation point such as Greeting Cards or Pin Badges
- Accepting deliveries and collections of goods
- Ensuring the Donation Point remains tidy throughout the day
- Moving donations from reception into the sorting area where possible (Please note: This is not an essential to the role and is only to be carried out by those who are physical able and willing to do so)

Personal Qualities / Skills / Experience:

- Ability to demonstrate St Oswald's Hospice values (Caring and Compassionate / Accountable and Authentic / Positive and Can Do / Excellence and Innovation / Safe and Supportive.)
- Friendly and approachable
- Organised and adaptable
- Clear and effective communication
- Sensitivity and commitment to confidentiality
- Comfortable and physically able to move donations from reception into the sorting area (Desirable but not essential)

Essential Processes/ Training (Internal Info):

- Recruitment Pathway [Off-site]
- Minimum age [18+]



**St Oswald's
Hospice**

- Health & Safety Training Online *[Retail]*
- Additional training specific to role [Gift Aid and Volunteering in a charity shop]