



CHARITY SHOP VOLUNTEER

Role Description

Details:

- **Location:** Skanda Vale Hospice Charity Shop, 1 Emlyn Square, Newcastle Emlyn SA38 9BQ
- **Hours:** One shift (5.5 hours) a week.
- **Supported by:** Charity Shop Manager.

Why people enjoy charity shop volunteering

Volunteering in our charity shop is sociable, practical, and genuinely enjoyable.

You'll work with a friendly retail team, meet a wide mix of people, and be part of a charity shop that feels welcoming and well run. No two shifts are the same — one moment you might be chatting with a regular customer, the next sorting an unexpected donation or refreshing a display.

People often tell us they like the balance: the work is active and engaging, but not pressured. As a volunteer, you'll learn useful retail skills, have proper conversations, and leave feeling you've done something worthwhile.

What you'll be doing:

- Welcoming charity shop customers and helping them enjoy their visit
- Using the till and handling cash and card payments

<i>Author: Head of Comm & Marketing</i>	<i>Ref: 22-0029-RD-INT</i>	<i>Status: Final</i>	<i>Revision: 3</i>
<i>Reviewer: SMC</i>	<i>Associated Docs:</i>		

- Sorting, pricing and preparing donated items for sale
- Creating attractive retail displays and keeping the shop tidy and inviting
- Helping promote sales, events and fundraising activities
- Working as part of a supportive volunteer team

You don't need to know everything on day one — you'll learn as you go.

The difference you make

Volunteer work helps keep the charity shop running and raises vital funds for Skanda Vale Hospice. Just as importantly, the shop is often the first place people encounter the hospice — a friendly, familiar space where conversations happen naturally.

By being here, you help create that welcome.

What we're looking for

You don't need retail experience to volunteer in our charity shop. What matters is that you are:

- Friendly and approachable
 - Reliable and happy to commit to a regular shift
 - Willing to help with a mix of tasks
 - Comfortable working with others
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Training and support

- You'll receive a friendly induction, training and ongoing support, so you feel confident and comfortable in your charity shop volunteer role.
- As part of the wider hospice team, you'll also have opportunities to share experiences, learn from others, and take part in additional training if you'd like to.

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Version control

Version	Date	Author/ Modified By	Summary of Changes	Approval Authority
V1.1	15/01/2026	Head of Comm & Marketing / Recruitment Lead	Minor update	SMC
V 2	10/02/2026	Head of People	Review	SMC
V 3	12/02/2026	Head of Comm & Marketing	Search engine optimisation	SMC

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