

Lynton Volunteer Shop Manager

ROLE BRIEF



WHY VOLUNTEERING WITH NORTH DEVON HOSPICE IS AWESOME:

Time is the most precious thing you can give. You want to make sure it makes a difference. By giving your time as a volunteer for North Devon Hospice, we guarantee you will be having a positive impact on someone's life, when it matters most.

You might volunteer in a team working directly with the patients and families we care for, or with our support teams who help make that care possible. Either way, you will be making sure that someone facing a life-limiting illness like cancer does not have to face it alone. Thank you.

THE AIM OF THE ROLE:

As Volunteer Shop Manager, you will help oversee the day-to-day running of the North Devon Hospice shop in Lynton. You will support and encourage a team of volunteers to create a welcoming, well organised and commercially successful shop, helping to raise vital funds to support people affected by life limiting illness across North Devon. This is a rewarding volunteer opportunity with meaningful responsibility and the chance to make a real difference in the local community.

WHAT'S INVOLVED?

- Oversee the daily operation of the shop, ensuring it is clean, safe, well-presented and inviting
- Support opening and closing procedures in line with agreed hours
- Promote high standards of customer service at all times
- Manage stock levels, pricing, merchandising and window displays to maximise sales
- Handle cash, operate the till, and ensure accurate daily takings and banking procedures are completed
- Volunteer Leadership
- Help welcome, train and support shop volunteers



- Prepare volunteer rotas to ensure adequate cover during opening hours
- Encourage a positive, inclusive and motivating team environment
- Act as the main point of contact for volunteers within the shop
- Ensure the shop operates in line with North Devon Hospice policies and procedures
- Maintain health & safety, safeguarding and security standards
- Support Gift Aid processes and ensure procedures are followed correctly
- Work closely with the Hospice Retail Team
- Represent North Devon Hospice positively within the local community
- Report any issues, maintenance needs or concerns promptly

HOURS REQUIRED

- Typically, 2–4 days per week (flexible and to be agreed)
- Some weekend availability may be required

WHAT THE HOSPICE OFFERS:

- A safe and supportive environment, you will be part of a dedicated and friendly team
- An induction and full training and guidance given on all aspects of the role
- The opportunity to utilise existing skills or develop and learn new skills
- The opportunity to meet new people
- Regular social events throughout the year to meet other volunteers and staff across the organisation and to thank you for your contribution
- Recognition Long Service Award for our volunteers
- The knowledge you are directly contributing to the care and support offered to our patients and their families we care for
- Reimbursement of reasonable travel expenses, once agreed in advance

WHAT YOU CAN OFFER US:

- Good organisational and people skills
- Confidence working with others and as part of a wider team Friendly, approachable manner with strong customer service skills
- Ability to take responsibility and work independently
- Basic numeracy and cash-handling confidence
- Previous retail or management experience is helpful but not essential – full training provided

Please note: An enhanced Disclosure and Barring Service check is required for this role. The hospice applies and pays for this on your behalf.

