






Retail Shop Volunteer

Volunteer Role Profile



-  Located across the East Midlands
-  Monday-Sunday
-  Min 2 hours a week
-  Must be over 16 years old
-  Shop Manager & Assistant Shop Manager

What will I need to do?

Our shops wouldn't exist without the amazing support of our volunteers! You play a vital role in our high street presence, helping us raise awareness for Rainbows, sell our fantastic products, and generate crucial funds to support our hospice's incredible work. As a Retail Shop Volunteer, you'll be part of a dynamic team that serves as the friendly, professional and welcoming face of Rainbows for every visitor who walks through our doors.

Typical tasks the role could involve:

- **Create a warm, welcoming atmosphere:** Deliver top-notch customer service that makes every visitor feel special. Enjoy the thrill of serving customers on our tills, handling payments, and issuing receipts.
- **Be a gift aid guru:** Advise customers of our gift aid scheme and help boost our fundraising efforts.
- **Showcase our treasures:** Keep shelves, rails, and shop windows looking fantastic with regularly refreshed stock, following Rainbows' guidelines.
- **Get creative with displays:** Help design eye-catching arrangements throughout the shop, including stunning window displays.
- **Transform donated items into treasures:** Sort, steam, hang, ticket, and display donations to turn them into irresistible finds.

Will it suit me?

Imagine showcasing and selling unique Rainbows products and delightful donated items, whilst speaking to a wide variety of people. If you like the sound of this then this volunteer role is perfect for you! You don't need retail experience - just the ability of good communication, a willingness to dive into tasks and passion for being part of a fun-loving team.

How will my application be assessed?

Informal Interview: Following the return of a completed application form, you will be invited to speak with the shop management team. This will enable both you and Rainbows to find out more about each other and discuss the role in more detail. There will also be the opportunity to do a trial shift to experience some of the activities to decide if it is something you want to get involved in.

References: As Rainbows is committed to ensuring the safeguarding and wellbeing of the people we work with; you will also be asked to provide two satisfactory character references to support your application.

What benefits and support will I receive?

- An induction and training, including a e-learning training package, to assist you in your role and comply with policies and procedures.
- Staff will be available at all times to provide support, advice and guidance.
- Meet new people and make new friends.
- Feel a sense of accomplishment through supporting the work of Rainbows in being there for babies, children, young people and their families across the East Midlands.

About Rainbows

Rainbows is the only hospice in the East Midlands dedicated to providing specialist health care and family support services for babies, children and young people with serious and terminal conditions.

Our volunteers are invaluable. They help us to deliver a vast range of services across the organisation, through helping either at the Hospice, externally at a range of events in the community or at one of our shops. The truth is we can't do our work without the help of our volunteers – together we bring more love, smiles and laughter to our children and families.

Our commitment to diversity and inclusion

At Rainbows, we are committed to building a community where everyone feels seen and valued. We are dedicated to creating an inclusive environment that embraces diverse backgrounds and perspectives. We want every person, no matter their background, to feel empowered to share their stories and ideas. By fostering respect and equity, we aim to drive innovation and make a positive impact for everyone involved. Let's collaborate, celebrate our differences, and make a lasting impact!

Our values

At Rainbows, our values are evident in everything we say and do; they are what makes Rainbows so special. All volunteers should be aware of our values and strive to always uphold these values and behaviours.



Note: This role profile is not a job description and is not intended as a legally binding contract of employment with Rainbows. It is a role profile for a volunteering role, detailing the tasks we may ask of a volunteer, the skills and commitment we are looking for, and what a volunteer can expect in return for their generous offer of time.

We care for babies, children and young people in the East Midlands – wherever they are.

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