

RETAIL SUPPORT

Warehouse Assistant

Purpose of role:

Noah's Ark opened its first charity shop in November 2011 on Barnet High Street and we have since opened a further two shops – one in Borehamwood and one on Finchley Road (NW3). Our charity shops are essential for raising funds which can be used to support Noah's Ark's families. Warehouse Assistants play an essential part in the sorting and organising of stock ready for sale at our charity shops.

Opportunities of the role:

- Develop customer service skills
- Working as part of a team
- Gain experience of the retail sector

Main activities/tasks:

- Sorting through the stock donations, ensuring the items that are appropriate for resale are boxed and put in the appropriate areas ready for delivery to the shops
- Sorting items for recycling if they cannot be sold through the shops
- Steaming clothes
- Responsible for the general upkeep of the warehouse ensuring it is kept tidy and organised

Qualities/experience/skills needed:

- The ability to get on with people and work with the team – both with staff and volunteers
- Friendly and enthusiastic
- Retail experience desirable, but not essential
- Willingness to participate in the relevant training and information update sessions
- An element of the role will involve lifting and moving items
- A commitment to the role, good timekeeping and reliability – ensuring reasonable notice is given if unable to attend allocated shift, training or update session
- Keen to get stuck into a project and not afraid to get your hands dirty!

Availability & Location:

The address and opening hours of our warehouse:

Unit 12
Gunnels Wood Industrial Estate
Gunnels wood Road
Stevenage
SG1 2BH

Monday - Friday
9.00am to 5.00pm

We ask volunteers to give a regular commitment of a minimum of 4 hours a week on a consistent basis, but we also need volunteers who can give more than this. We would ideally like a volunteer to commit to supporting us in this role for a minimum of 6 months, but this can be flexible.

Training:

At Noah's Ark we value volunteer support but we are also aware that not all roles are suitable for everyone. The selection process is in place to ensure that the Noah's Ark staff get to know more about the individual, to ensure that you are given the correct training for the role and so you can also find out if this is a role you would like to undertake.

If you are interested in this role please contact us to arrange an Induction. The training process is:

- **Attend a Volunteer Induction**
- **Attend an informal interview** (if successful at this stage a first shift will be arranged)
- **1:1 Training Session on first visit to warehouse**

Minimum Age:

16 years

To apply for the Warehouse Assistant role, please return a completed Volunteer Recruitment Form to the People Development Team: volunteering@noahsarkhospice.org.uk



Noah's Ark Children's Hospice

Volunteer Recruitment Form

Volunteer Information

Full Name:
Title First Last

Address:
House/Flat number & Street

City County Postcode

Phone: **Mobile:**

Email:

Emergency Contact:

Name Relationship Telephone Number

Availability

Which days/times are best for you to volunteer?

- Weekdays School Term Daytime Flexible
 Weekends School Holidays Evening Other please state

Additional Information

1. Are you part of a family (or do you know a family) who either currently receive or have in the past received support from Noah's Ark Children's Hospice?

- Yes No

If YES – please give details:
[Click here to enter text](#)

It is our policy that current NACH family members (immediate family and extended family) as well as those with a close personal connection to a NACH family are not immediately able to become volunteers. Please contact us for a detailed explanation.

2. Do you have any disabilities or health issues it would be useful for us to know about and are there any reasonable adjustments we can make for you? (e.g. wheelchair access etc)
[Click here to enter text](#)

3. Where did you hear about Noah's Ark?
[Click here to enter text](#)

4. Please insert any other information you would like us to know or you feel is relevant:
[Click here to enter text](#)

Disclaimer and Signature

We are committed to the Safeguarding of children. All volunteer roles involving direct contact with Noah's Ark families are subject to an enhanced DBS application.

In accordance with the 1998 Data Protection Act, I agree that Noah's Ark Children's Hospice may hold and use personal information about me. It will be held securely and only used by authorized personnel. It will not be shared with any other organization or third party.

Signature: [Click here to enter text](#) Date:

Thank you so much for taking the time to complete this form – we need this initial information to register you as a potential volunteer so we know you are keen to get involved ASAP.