**Position Title:** Volunteer Retail Assistant
**Location:** Birmingham Hospice Bulls in the City Trail Event HQ – Location to be Confirmed
**Event Date:** Wednesday 16th July – Sunday 14th September – Various shifts available
**Reporting to:** Bulls in the City Project Manager

### **About Birmingham Hospice**

Birmingham Hospice provides compassionate care to patients with life-limiting conditions and supports their families. Our mission is to offer care, comfort, and dignity during a challenging time, and we rely on the generosity of volunteers and supporters to help us continue our work.

The **Bulls in the City Trail** is a vibrant community event aimed at raising awareness and funds for the hospice, while engaging local residents and visitors with interactive art installations. As a retail assistant, you will play a crucial role in helping us raise vital funds through the sale of merchandise at the event HQ.

### **Role Overview**

As a Volunteer Retail Assistant, you will support the project team in running the trail hub ‘Herd HQ’, helping with the sale of merchandise and trail maps, interacting with trail participants to answer their queries, and ensuring a smooth and enjoyable experience for all visitors. This role offers an opportunity to contribute to the success of a fun and impactful community event while supporting Birmingham Hospice's work in the community.

### **Key Responsibilities:**

* Assist with day to day running of the trail hub, ensuring it is welcoming, organised, and stocked with products.
* Serve customers and assist with the sale of event-related merchandise such as pens, pencils, note pads, plushies and keyrings.
* Support with the sale of raffle tickets and take donations for pledged names to be added to our in-memory bull - Astro
* Process sales transactions accurately using cash, card, or mobile payment systems.
* Provide excellent customer service by engaging with trail goers and answering any questions about the merchandise, trail, or Birmingham Hospice.
* Ensure a clean and safe environment at the retail shop throughout the day.
* Ensure any bull sculptures located in the Herd HQ are looked after and well maintained
* Promote the mission of Birmingham Hospice and encourage event participants to support the charity through their purchases.
* Work collaboratively with other volunteers and staff to maintain a positive, friendly, and efficient atmosphere.
* Ensure the Herd HQ is cleaned and left secure at the end of the day.

### **Skills and Attributes:**

* Friendly, approachable, and enthusiastic with a passion for providing excellent customer service.
* Reliable and punctual with a positive attitude towards working in a team.
* Ability to handle cash transactions and use a payment system (training will be provided).
* Good communication skills and the ability to engage with people of all ages.
* A keen interest in supporting charitable causes and contributing to the success of Birmingham Hospice.
* Previous retail or customer service experience is beneficial but not required.

### **Time Commitment:**

* Volunteers are asked to commit to a minimum of one day shift per week for the 8-week trail live period (min 8 days shifts).
* The Herd HQ will be open from 9am – 5pm, 7 days per week (Sunday timings vary).
* We ask upon application you submit your preferred working day.

### **Benefits:**

* Gain experience in retail and customer service.
* Meet new people and become part of a passionate and friendly team.
* Make a meaningful contribution to a local charity.
* Enjoy access to the Bulls in the City Trail event and the chance to see the amazing artwork up close.
* Bulls in the City branded t-shirt and lanyard

### **How to Apply:**

To apply, please email wildinart@birminghamhospice.org.uk or complete the online volunteer application form at [www.birminghamhospice.org.uk/trail/#volunteer](https://www.birminghamhospice.org.uk/trail/#volunteer)

Thank you for considering volunteering with Birmingham Hospice. We look forward to having you as part of our team and making a difference together!