



## Charity Hub Volunteer

**Location:** NHC Charity Hub, Queens Medical Centre, Nottingham

We're looking for enthusiastic and friendly volunteers with great communication skills who are reliable, responsible, trustworthy and committed. Customer service, cash handling or merchandising experience would be useful but is not essential as training will be provided.

Volunteers also need to pro-actively promote the Charity and be happy out in the corridors engaging with staff, patients and visitors

As a Charity Hub volunteer you will support the Fundraising Team by

- creating inviting displays of merchandise to encourage people to buy items
- dealing with payments and recording transactions
- talking to customers about the Charity and how they can get involved and/or donate
- taking part in engagement activities in and around the Hub.

The Hub is the main engagement space of the Charity within the hospital, so we need people who are friendly, pro-active, and passionate, to increase both our sales and our sign-ups.

Nottingham Hospitals charity raises around £4million per year which goes towards improving patient care at Nottingham's Hospitals. We fund medical research, purchase state-of-the-art equipment, invest in staff development and improve facilities for patients and their families.

The Charity Hub is located inside the Main Entrance of Nottingham Queen's Medical Centre.

### KEY ROLE RESPONSIBILITIES

- Greeting, serving and assisting customers
- Creating new and engaging displays, ensuring the Hub is clean and tidy
- Talking to patients, visitors and hospital staff about charity appeals, events and campaigns, to encourage support
- Distributing promotional materials and literature
- Handling payments, including cashing up at the end of the day
- Undertaking training and skills development and to keep up to date with the change of requirements of the role

### SKILLS AND EXPERIENCE

This role would suit people that are:

- Good communicators who are friendly, polite and enthusiastic
- Reliable and honest
- Able to manage their time effectively
- Happy to operate a till and card machine, and handle cash
- Passionate about supporting their local hospital and community

### WHAT THIS OPPORTUNITY OFFERS YOU

- Valuable experience for your CV, e.g.
  - Customer service skills
  - Organisation and time management
  - Team working

- Communication skills
- A chance to meet some great people
- A role that helps to make a difference to the patients, visitors and staff at our Hospitals

### **HOW WE WILL SUPPORT YOU**

As a Charity Hub volunteer, we will support you with:

- Full volunteer induction
- Relevant training
- Charity branded clothing and an ID badge
- One to one support and regular catch ups with the Fundraising Manager and/or the Volunteer Development Manager
- Award certificates for number of hours completed.
- Pre-agreed travel expenses, and if you volunteer more than four hours a day, we offer lunch expenses too

### **WHEN IS THIS OPORTUNITY AVAILABLE?**

The Hub aims to be open every day 10am to 2pm, as a minimum. If you can offer times earlier or later than this, we would still love to hear from you.

### **HOW TO GET INVOLVED**

For an informal chat or further information, please contact Deb Morton, Volunteer Development Manager, by emailing: [hello@nottinghamhospitalscharity.org.uk](mailto:hello@nottinghamhospitalscharity.org.uk) or telephone 0115 9627905

As this role takes place within the hospital you will have to go through the hospital processes. This includes an interview, references, DBS check and completion of some on-line modules.

**Please note: We are currently only able to involve volunteers aged 18 or over in this role.**