



Sheffield's Hospice

## Volunteer Task Profile Volunteer Cleaner

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**Volunteer Lead:** Shop Manager/ Deputy Shop Manager

**Flexible hours:** Flexible hours to be discussed

**Available to:** Volunteers aged 14+

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St Luke's is Sheffield's Hospice, with a vision to support and care for everyone affected by terminal illness in Sheffield. We are a community organisation which means that everything we do is focused on helping people in their own communities as well as at our Little Common Lane site and our new, adjoining site on Ecclesall Road South. Our shops are all based in the heart of communities across the city, as are our amazing volunteers and we couldn't do what we do without them.

The Retail Department provides a third of St Luke's funds to support the people of Sheffield. We have 13 outlets on the high street across Sheffield and our Donation Centre where our e-trading site is also based.

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### **What does this role involve?**

To provide support to the shop manager and deputy manager. Your role will be to keep the shop floor and back of house area clean and tidy and to provide a welcoming and inclusive space for customers, volunteers, and staff. This will include our communal areas and toilet areas as well as external areas of the shop.

### **Tasks**

We do require you to assist in:

- Cleaning allocated parts of the shop floor, customer changing rooms and back of house areas as part of an ongoing cleaning rota.
- Vacuuming carpeted areas and mopping floors to ensure no slip / trip hazards.
- Sweeping uncarpeted areas
- Emptying and cleaning bins and ensuring recyclable items are in the correct bin
- Cleaning toilet areas and replenishing toiletries
- Cleaning doors and windows
- Checking stock levels of cleaning materials
- Reporting all defects/hazards immediately to the shop manager / deputy shop manager

### **Walkways & Shared Spaces**

- Ensure all walkways & Fire Exits are kept clear at all times
- Ensure shared spaces are kept tidy and free of clutter

## **Outside Spaces**

- Car Park / Shop front pavement (if applicable) - keep litter free & clean.
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## **How can you support us?**

- Support the team by keeping the shop clean, tidy and safe at all times
  - Be flexible, willing to learn and follow guidance/processes
  - You will be supporting the fantastic work of St Luke's! Volunteers are so important to St Luke's. If it wasn't for volunteers, we wouldn't be able to do all that they do for the people of Sheffield.
  - You will get the opportunity to meet new people and be part of the St Luke's volunteer community. As well as developing valuable skills, which can be added to your CV.
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## **How can we support you?**

- *Give you* the opportunity to meet interesting and diverse people
- *Encourage you* to give back to the community in a direct and meaningful way
- *Assist you* to develop a portfolio of skills
- *Help you* gain valuable experience and knowledge to support job applications
- *Invite you* to our Volunteer Celebration Events
- *Support you* with advice and provide references
- *Provide you* with reasonable travel expenses in line with our Volunteer Policy

## **Contact Information:**

Leah Smith; Volunteer Coordinator

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