



# MORDEN COLLEGE

Interesting People Living Life to the Full



## Shop Volunteer – John Morden Centre

### About us

Morden College is a Charity dedicated to supporting older people. Founded in 1695 by the pioneering merchant, Sir John Morden, the Charity has been at the forefront of enriching older people's lives for more than 300 years.

Today the Charity's core purpose is to provide older people who are in need with a home for life, to support them as they grow older, and to provide care services, including residential care and residential nursing care, if the need arises.

We are a strong community, committed to enabling the older people we support to have the highest quality of life, for the rest of their life.

### About the role

Morden College has recently opened a brand-new facility, the John Morden Centre, which is equipped with a craft room, wellbeing suite, a café and a shop to be enjoyed by Morden College residents. The focus of the centre is community; allowing residents a central meeting point for socialising and enjoying all that the College has to offer.

As a Shop Volunteer, you will provide a friendly and helpful service to residents of Morden College. Your main tasks will be:

- Greeting customers
- Processing sales and returns on the till
- Pricing, arranging and replenishing stock
- Taking regular stocktakes
- Taking orders for weekly meals and shopping
- Light cleaning to wipe down and sanitise surfaces

## **Location**

You will be volunteering at the John Morden Centre, located at 19 St Germans Place, Blackheath, London, SE3 0PW.

## **About you**

We are looking for volunteers who:

- Are available during our shop hours, Monday-Saturday, 9am-4pm
- Are friendly and approachable
- Are willing to learn and are reliable
- Have good organisational skills
- Are comfortable volunteering on their own in the shop. Note: the centre will be operated by other staff and volunteers during this time.

This role would suit you if you are looking to:

- Pursue a career in retail
- Gain or develop experience with older people
- Develop customer service experience
- Make a difference in your community

## **Training & Support**

You will be required to undergo a Basic DBS check for this role.

You will be offered online training in customer service, manual handling, data protection, ladder safety, safeguarding, dementia awareness and food hygiene (level 1). You will also receive an in-depth induction on site for cash handling, operating the till and operating the Alacer system. We are hoping to run shadowing sessions in mid-May.

You will be supported by the Volunteering Manager who will ensure your training, induction and development needs are met throughout your journey as a volunteer.

## **Covid-19 Protocols**

Morden College is a Covid-secure workplace. Volunteering activities are appropriately risk assessed and risk assessments are reviewed regularly. You will be given personal protective equipment to wear which is appropriate to the role. The same rules about social distancing, washing and sanitising your hands and wearing a face mask will still apply.

**Expenses**

You will be reimbursed for out-of-pocket travel expenses incurred while volunteering.

**What next?**

For more information please email Juliet Turk, Volunteering Manager, [volunteering@mordencollege.org.uk](mailto:volunteering@mordencollege.org.uk) for an Application Form.

You will need to provide two references and will be invited to have an informal discussion with the Volunteering Manager.