

Helen & Douglas House – Retail Volunteer Role Description

Purpose of Opportunity:

Running a successful Helen and Douglas House shop requires a great team of enthusiastic volunteers and you could be part of it!! Our volunteers come from a diverse range of backgrounds and bring a wide variety of skills to our organisation. They come together to generate vital funds to enable Helen and Douglas House to provide respite care for children, young adults and their families.

Supervision and Reporting

Shop volunteers are under the day-to-day supervision of the Shop Manager, who will offer guidance and support, and to whom all volunteers are responsible.

The Volunteer Co-ordinator is responsible for ensuring support and supervision for all volunteers, and is available to offer advice and support to both volunteers and staff.

Key activities:

Unlike standard retail outlets, our stores offer a fantastic opportunity to gain experience in all aspects of the retail operation. Our Volunteer Retail Assistants are trained to undertake a wide range of activities including:

- ♥ Providing strong customer service.
- ♥ Serving customers at the till.
- ♥ Taking receipt of stock donations from the public, thanking them for their generosity and finding out if they are Gift Aid Donors.
- ♥ Signing up new Gift Aid Donors (this raises an extra 25p per pound for Helen and Douglas House from the sale of donations and does not cost donors anything).
- ♥ Replenishing stock by making sure our rails and shelves are well-stocked, visually appealing and tidy.
- ♥ Merchandising throughout the store.
- ♥ Stock preparation including sorting, steaming and pricing
- ♥ Possible administrative tasks
- ♥ If you have a particular skill or interest our team would be delighted to discuss how you could utilise it in store! This could range from computer skills to collectables knowledge, fundraising experience to fashion awareness.

Expenses

Volunteers are entitled to claim travelling expenses within a certain radius of the shop.

Essential skills, qualifications and qualities

- ♥ A friendly and helpful manner
- ♥ Honesty and reliability
- ♥ good organisational skills
- ♥ flexible approach

Desirable skills, qualifications and qualities

- ♥ previous shop work
- ♥ previous experience in charity shops
- ♥ particular knowledge about one merchandise group (eg books, fashions etc)
- ♥ happy to talk to customers about the work of Helen & Douglas House
- ♥ an interest or experience of working in retail/fashion/and with the general public

Training, Support and other benefits available:

- ♥ You will be trained in every aspect of your role and will receive an induction covering health and safety
- ♥ We will provide you with the support you need to feel confident in your role
- ♥ You can benefit by developing your retail and customer service skills
- ♥ We will be happy to provide a reference regarding your volunteer contribution should you require it
- ♥ NVQ training is offered to retail volunteers who have completed more than six months volunteering service within a Helen and Douglas House shop.

Time Commitment

Minimum of one half day – weekdays or weekends