



ROLE PROFILE

RETAIL VOLUNTEER

We are looking for volunteers to help in all of our retail stores across the whole of our catchment area.

You may be asked to help across the range of activities that contribute to a vibrant, successful store, or you may have a skill or area of expertise that you can offer.

RESPONSIBILITIES

- Assist the Shop Manager and Assistant Shop Manager in the day-to-day tasks involved in running a successful charity retail store.
- Provide help to our customers to enhance their experience.

TIME COMMITMENT

- We recommend a minimum of two to three hours on the day or days you are able to come in, morning or afternoon, weekday or weekends.

EXPERIENCE & TRAINING

- Previous experience of a retail environment is an advantage.
- More in-depth knowledge about one merchandise group (e.g. books, fashions etc.) is always welcome but not essential.

QUALITIES REQUIRED

- An interest in working in retail and with the general public.
- An interest in helping others and being able to attend to the needs of customers to provide good customer service.

BENEFITS

- The chance to get involved in one or several varied activities within the shop, such as sorting, till operator, donation station management, visual display maintenance and enhancement and many more.
- Expenses paid for reasonable travel to and from shop.