

Become the new friendly face in your local Tŷ Hafan charity shop!

This opportunity is a great way to develop new skills and enjoy yourself at the same time.

Our shops generate funds that directly support the whole family, from medical care and therapeutic services for children, to emotional and practical care for families, to sibling support activities & experiences.

Your role will help us continue providing vital care and support to Tŷ Hafan children and their families.

Considerations:

Age requirements: 16+

Time commitment: Our shops operate Monday-Saturday, 9am-4:45pm and we appreciate any time you can spare, but ideally at least 2 hours per week. Shifts will be discussed during your informal chat.

Background checks: We will ask you to provide us with the details of two referees.

Activities include:

- Providing a warm and friendly welcome to all customers entering the shop;
 - Helping customers to locate items they are looking for;
 - Serving customers at the till;
 - Taking donations and promoting Gift Aid;
 - Selling and processing our raffle/lottery tickets;
 - Acting as an ambassador for Tŷ Hafan, promoting our Big Ambition within your local community.
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At Tŷ Hafan our people values are **working together, demonstrating compassion, providing excellent service** and **taking ownership**.

We expect all colleagues and volunteers to behave with high levels of integrity and to represent our values as a core part of their role.

Training you will receive:

- Learn about our ambition, vision, values and policies;
- Learn how to assist customers and answer queries;
- Learn how charity shops operate and gain valuable retail knowledge.

The benefits of becoming a Retail Volunteer

- Gain valuable experience in a retail environment;
- Volunteer discount on purchases in our shops;
- Develop your customer service, teamwork and organisation skills;
- Support a good cause and help your local community;

Till & Customer Service Volunteer Role Description

- Meet new people and make new friends;
- Professional reference after successful settling in period.

Ready to apply?

[Click here to fill in an application form on your laptop/pc](#)

[Click here to complete an application form on your mobile phone/tablet](#)

This role is purely voluntary and this arrangement is not meant to be a legally binding one or an employment contract.

