Lead Volunteer
Mind Retail
Role Profile

Located at	Shop Based
Department	Mind Retail
Hours	Flexible – we value any time that you can give us, this can be a few hours, half days or full days. It's important that within the time you give us, that you can meet all of the responsibilities of the role, outlined in the role profile.

We're Mind, the leading mental health charity. We won't give up until everyone experiencing a mental health problem gets support and respect. We provide advice and support to empower anybody experiencing a mental health problem and we campaign to improve services, raise awareness and promote understanding.

About the role

Our Lead Volunteers play a key role by supporting the shop management team with the day to day running and management of our shops. Without the help and support we receive from our Lead Volunteers and volunteer teams we wouldn't be successful at what we do.

Key tasks

Our Lead Volunteers are responsible for all of the following tasks:

- Opening, closing and managing the shop in the shop management team's absence, which could include but not limited to:
    - Setting up the till and cashing up at the end of the day
    - Conducting a shop floor walk
    - Conducting health & safety compliance checks, such as inputting information into our H&S system
    - Checking shop emails and cascading key messages to the team
    - Securing the shop
    - Making sure housekeeping and cleaning is completed
- Works with the shop management team to meet sales targets and supports with ensuring that the volunteer team understand and are working to meet and exceed the agreed targets.

- Supports with ensuring the optimum price point for all stock items and promotional merchandise for seasoned and windowed themes, following the principles outlined in Mind Retail's Pricing Guide
- Follows all company policies, shop standards and operating procedures and supports with the communication of these to other shop volunteers.
- Supports with the preparation and completion of shop administration inclusive of cash handling and banking functions to the highest standard, accurately and on time, always adhering to Company Policies and Procedures.
- Performs management till functions such as refunds.
- Provides direction and support to shop volunteers, following instructions from the shop management team.
- Supports with ensuring all Security, Health and Safety policies and procedures are adhered to in order to provide a safe and secure shop environment for our customers and colleagues.
- May support the shop management team with the recruitment of shop volunteers, planning volunteer cover and training.

Like our other volunteers, Lead Volunteers also support with the below key tasks:

- Supports with the presentation and maintenance of the highest standards of shop merchandising and visual layout.
- Supports with ensuring maximum stock availability through effective stock control and shop replenishment, adhering to Mind Retail's merchandising guidelines.
- Actively promotes Gift Aid to maximise contributions from donations.
- Supports with the rotation, quality and replenishment of stock in order to maximise sales.
- Answering the shop telephone and taking messages from customers and our internal teams
- Ensures excellent shop standards at the end of the trading day and following closedown procedures

What you'll gain from being a Lead Volunteer

- Experience working as part of, and leading, a diverse team
- Shop management and retail management experience
- Key holder experience
- Opportunity to improve your management, leadership and interpersonal skills
- Stock organisation, processing, pricing and merchandising skills
- Cash handling skills, including management cash functions
- Understanding of sales information, including takings
- Commercial knowledge and skills
- Understanding of policies and procedures



- Administrative skills
- IT skills
- Additional learning and development opportunities, including your own eLearning account with access to personal and professional development courses

About you

- Commitment to our values & behaviours
- Enthusiastic and committed to achieving shop targets
- Flexible and adaptable approach
- Ability to work as a team and on your own initiative
- Able to build good working relationships
- Ability to work within Mind Retail's policies and procedures
- Willingness to learn
- Good customer service skills
- Good communication skills

Safer Recruitment at Mind Retail

We are committed to safeguarding and promoting the welfare of our employees and volunteers and we expect anyone working or volunteering with us to share this commitment. This role may involve the supervision of young volunteers who are under 18. Because of this, the minimum age for this role is 18 and under our Safer Recruitment Policy, you'll also be required to agree to an enhanced DBS check.

Our Commitment

We embrace the different perspectives that each of us bring. We want our staff and volunteers to be authentic and bring their whole selves to work. We want Mind to be a workplace that truly reflects the diverse backgrounds and experiences of the people we support. Where everyone is appreciated – regardless of race, gender, age, religion, identity and experience.