

Volunteer Retail Assistant Role Profile

Volunteer Role:	Volunteer Retail Assistant
Volunteer Manager:	Shop Manager
Where you will be based:	Shop Floor (Till)

Why we want you:

Our Volunteer Retail Assistants play an essential role in the smooth running of our shops while raising vital funds for the York Animal Home. Our shops provide a key revenue stream and as a Volunteer Retail Assistant you will be directly helping this.

What you will be doing:

- Providing a warm and welcoming atmosphere to customers and donors
- Assisting customers with purchases and enquiries
- Pricing stock and processing Gift Aid donations
- Organising and re-stocking displays
- Helping to keep the shop floor neat, clean, and organised

The skills you need:

- Strong communication and teamwork
- Strong customer service with a friendly and approachable manner
- Enthusiastic and reliable
- Ability to work unsupervised and/or as part of a team
- Basic/good numeracy skills

What's in it for you:

- You will be directly helping to support the York Animal Home
- You will gain experience in a fast paced retail environment
- You will develop skills such as teamwork, communication and problem solving
- Full training is provided, which will boost your CV, and a reference can be provided if you volunteer with us for six months
- Most importantly: fun! We want you to enjoy your volunteering with us and being part of a friendly, welcoming team

Next steps:

If this sounds like something you would like to pursue, we would love to hear from you and have you join our team. Click the link on our volunteering page, or email kimberley@rspca-yorkhome.org.uk if you have any questions.

Disclaimer:

We require two referees (who have known you for longer than six months), and full training is provided.