# Volunteer Role Profile

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| Volunteer Role | **Volunteer Shop Assistant** |
| Volunteer Manager | **Shop Manager** |
| Where you will be based | **Shop** |

## Why we want you

As a shop assistant volunteer, you will be the face of our shops, greeting everyone with a smile and warm welcome. You will work alongside a great team of staff and volunteers, to create a great shopping experience for our customers.

## What you will be doing

- Greeting customers and creating a friendly, welcoming atmosphere
- Providing assistance and asking customers if they need help
- Customer service on the till, handling cash and card payments
- Helping customers to sign up to Gift Aid
- Replenishing the stock on the shop floor
- Sorting donations which have been brought into the shop
- Merchandising the stock and displaying it accordingly
- General housekeeping in the shop and stock room
- Steaming and tagging clothes
- Culling or rotating stock

## The skills you need

- Reliable and good timekeeping
- Willingness to follow instructions from staff
- Be flexible, adaptable and willing to work as part of a team of staff and volunteers
- Friendly and approachable
- An interest in the shop and raising money through its work
- Confident in talking to a variety of different people

## What's in it for you

- Be part of a friendly team
- An opportunity to use and develop your skills in customer service and retail
- Gain more experience and confidence
- Make new friends
- A chance to try new things, and to further your interests
- You will be supported and given training
- Support your local community

## Disclaimer

We are committed to protecting and keeping you safe. Therefore, we have a comprehensive selection, checking and ongoing management process in place. A Disclosure and Barring check may be necessary for this role, which we will carry out. All mandatory training must be completed, and our policies and procedures complied with.