

St Helena Volunteers

VOLUNTEER ROLE DESCRIPTION

Role Title	Volunteer Retail Assistant
Department/Shop	Various shops – hours by arrangement with shop manager to cover opening hours Monday to Sunday
Location	Various across North Essex (Colchester / Tendring)
Reporting To	Shop Manager
<p>All volunteers must be sympathetic to and be able to project the philosophy, vision and values of St Helena.</p>	
<p><u>ROLE SUMMARY</u> To work as part of a team and assist the shop manager to maximise income from the sale of donated goods.</p>	
<p><u>MAIN DUTIES OF THE ROLE</u></p> <ul style="list-style-type: none"> • Customer service • Operating till & cash handling • Signing customers up to Gift Aid scheme & inputting gift aid data if required • Preparing donated goods for sale • Ensuring recyclable goods are put in appropriate place • Pricing as outlined by the shop manager • Display and merchandising (may include transferring items from one display to another) • Stock control • Sort donated goods (this will include lifting or moving moderately heavy items such as sacks of donated clothes or boxes containing books) • Light cleaning duties and using an iron or steamer to press donated clothes • Researching and online listings as required • For coffee shops – operating coffee machines and clearing tables • Ensure food hygiene, health and safety and fire regulations are adhered to at all times 	
<p><u>TRAINING & SUPERVISION</u></p> <p>All required training, including till operation and gift aid will be provided</p>	
<p><u>KNOWLEDGE & EXPERIENCE REQUIRED</u></p> <p>Customer service experience Ability to handle customer complaints Cash handling Excellent communication skills Previous experience of working or volunteering in a retail environment desirable Computer literate</p>	
<p><u>PERSONAL QUALITIES</u></p> <p>Team player</p>	

Flexible attitude Friendly outlook Approachable Willingness to open/close the shop when required

Contact Details	Volunteer Services Team
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