

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

Volunteering at St Helena

We ask that all volunteers are sympathetic to and be able to project the philosophy, vision and values of St Helena.

The benefits of being a St Helena volunteer include:

- The opportunity to develop new and existing skills and gain experience in the workplace
- The opportunity to make new friends in your local community
- The satisfaction of knowing you are making a difference to people facing incurable illness or bereavement
- Full support of a specified line manager within a dedicated team
- Volunteering has been proven to help improve mental health and wellbeing and is therapeutic by keeping you active
- Regular news and updates about what's happening at St Helena so you feel part of the team
- Gives you a sense of purpose – the feel good factor!

Role summary

To work as part of a team and assist the shop manager to maximise income from the sale of donated goods.

Main duties of the role

- 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

Training & supervision

All required training, including till operation and gift aid will be provided. Online health and safety training is mandatory and repeated annually.

Knowledge & experience required

- 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

Personal attributes

- Passionate about St Helena
- Attention to detail
- Comfortable handling cash
- Excellent communication skills
- Personable and approachable
- Reliable, trustworthy and flexible to meet the demands of the business
- Team player with a friendly outlook