

Charity Retail Volunteer Role Brief

Our charity shops are vital in generating income to fund our work, while also providing a welcoming community space.

The purpose of this volunteer role is to help our shops run smoothly but also to actively champion the charity's behaviour framework, values, vision, and success.

This role is ideal for individuals who are committed, proactive, and proud to act as ambassadors for our cause.

Key Attributes and Responsibilities:

- Friendly, reliable and a good communicator.
- Demonstrate a positive attitude, loyalty to the charity's aims, and support the success of our retail operations.
- Support and foster a positive, solution-focused culture across the retail team.
- Serve as a role model in income generation activities, maintaining professionalism and enthusiasm.
- Contribute constructively to team discussions, training, meetings, and store activities.
- Feel empowered to bring forward ideas and solutions, drawing on your own volunteer experiences.
- Share perspectives to support continuous improvement and the development of best practices.
- Carry out practical shop tasks, such as customer service, sorting and pricing donations, merchandising, and till operation and cash handling, with dedication and attention to detail.
- Help to maintain a clean, tidy and safe environment and ensure the Health and Safety policies and best practice are followed.
- Carry out all duties in accordance with the law, the charity's philosophy, and policies on equality of opportunity and diversity, and collective responsibility.