

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 between Monday to Sunday
Location	Various across North Essex (Colchester / Tendring)
Reporting To	Shop Manager / Assistant 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 with your peers and local communities
- 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 and physical 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.

Duties of the role include the following

(Note - Not all the tasks apply to every shop and will be dependent on which shop; type of tasks required for that area and your level of experience)

- 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
- Sorting donated goods *(this may include lifting or moving moderately heavy items such as sacks of donated clothes or boxes containing books in some areas)*
- Light cleaning duties and using an iron or steamer to press donated clothes

For coffee shops only:

- Operating coffee machines, serving customers and clearing and wiping down tables
- Ensure good food hygiene, health and safety and fire regulations are adhered to at all times

Training & supervision

All required training, including till operation, gift aid and health & safety will be provided.

For coffee shops you will be required to undertake online food hygiene training courses.

Knowledge & experience required

- Some customer service experience would be advantageous
- Ability to remain calm while listening to a customer complaint
- Ability to handle cash
- Excellent communication skills
- Previous experience of working or volunteering in a retail environment desirable
- Ability to use electronic tills and devices
- Friendly and approachable manner

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