

Volunteer Charity shop Assistant

– Role description

Purpose of the Role

The purpose of the role is to assist in the day to day running of the Caritas Care charity shop and sortation centre to maximise sales and increase independent income for the charity.

Background

At Caritas Care we believe that everyone deserves chances, choices and opportunities to live the best lives they can. We are about giving people from all walks of life hope and we make sure that we are there to help them through any barriers they may face. That is why our services and projects are dedicated to making a positive difference to the lives of all children, families and communities.

Whilst Caritas Care has been successful in attracting public funds to provide services the amounts are continually under threat by government cuts and increased competition, most charities are now under pressure to increase their income through charity shop sales.

Caritas Care currently has a shop and sortation centre at Plungington (Preston) that are used to raise independent income to support our charitable mission. We want to extend our opening hours and open the sortation centre to the public.

The hours are flexible, although we particularly need volunteers that may be available for an afternoon Mon - Sat, or could work in the sortation centre between 10am – 2pm. If you enjoy meeting people and feel that you could offer your support we would love to hear from you.!



Role Description (Plungington Shop and the Sortation Centre)

Main Activities/ Tasks:

- To assist and serve customers, providing a good level of customer service
- To assist with processing donated stock, including sorting, steaming, pricing and hanging of donated items.

- To move stock between the shop and sortation centre.
- To assist in the visual merchandising of the shop, sortation centre and the display of items in the Community Café.
- To be involved with the till operation and the handling of cash (although this is not a necessary requirement).
- To assist in ensuring that health & safety processes are followed and general maintenance issues are reported.
- To assist in daily tasks including cleaning, tidying and hoovering.
- To promote public understanding of the work Caritas Care delivers and the importance of raising funds through the shop.

Qualities/ Experience/Skills

Good communication and customer care service skills are essential to fulfil this role. Being able to work as part of a team environment and with the general public is essential.

Volunteers must share the ethos and values of Caritas Care and be prepared to use their own initiative at times to get the work done.

Volunteers must be respectful of others and flexible in their attitude to work.

Volunteers must be able to take direction and contribute positively to the overall running of the shop.



Training

Full, in-house training will be given of procedures during your Induction training. All we ask is that you have the enthusiasm to learn and a desire to succeed.

What's in it for you?

Volunteering is a great opportunity to meet new people and learn new skills. Whether you want to build your confidence or get out of the house for a while there are many positives to giving some of your free time to support good causes.

Many of the skills and experiences that you will gain are relevant to other employers and can boost your CV if you are looking to go on to paid work.

Caritas Care Limited

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Charity Number 326021 Company Number 1596400



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You might love it and want to go into charity work, there are many great experienced to gain – paid and unpaid.

Either way we are happy to have an informal chat about the role and the right direction for you.

Interested?

Contact Bev Stevenson on **07834 734624 / 01772 887171** or email bevstevenson@caritascare.org.uk

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