

Volunteer Role Description

Title:	Volunteer Cashier / Reception and Shop Assistant
Location:	St Vincent's Support Centre, 4 Berking Avenue, LS9 9LF
Responsible to:	Shop Manager

Role Summary

The Support Centre provides a range of community services that include a café, charity shop, community learning classes, debt advice and emergency food service. The Support Centre's Shop is open from 9:00am to 4:30pm Monday to Friday. This role aims to provide a friendly welcoming first point of information for members of the public calling to access services in the centre; to process sale using an Epos cash register and to sort & price donations.

During quieter times at reception the role will support other shop volunteers helping sort and price donations.

Main Duties Include

- Dealing with a variety of enquiries
- Processing customer sales using a cash register and handling money
- Assisting with stock rotation and window displays
- Receiving customer donations
- Promoting and helping customer Gift Aid Donation
- Help keep the shop clean and tidy
- Sorting & pricing

Person specification

Essential:

- Good verbal communication skills - must to be able to listen to and understand customer enquiries.
- Warm and friendly person with helpful attitude towards helping people.
- Legible handwriting to complete customer delivery notes & price labels
- Trustworthy and capable of being able to work unsupervised at times

Desirable:

- Experience of using a cash register

- Capable of lifting and manual handling
- Shop / Charity Retail experience or customer facing role
- A keen interest in providing practical help to people in poverty

Commitment required

Volunteer Cashier/ Reception and Shop Assistants will be required to commit 4 hours of their time on a set day each week. The Shop is open Monday to Friday from 8:30am to 4:30pm and the main shifts available are 8:30am – 12:45pm, 12:30 – 4.45pm and 10am – 2pm. We are seeking a long term, competent and trustworthy individual who is willing to be trained over time to take on a leading role in running the Shop and supporting other volunteers.

Induction, Training and Development

Each volunteer will receive an induction and training will be available in all aspects of the role.

Expenses and support

St. Vincent's has a policy to reimburse volunteer expenses. Any costs incurred travelling can be claimed back on the production of a valid travel ticket.

Safeguarding

This role will require volunteers to sometimes work unsupervised, and will involve handling money. References are required for this role and a DBS check may be required.