

Volunteer Charity Shop Assistant - Role Description

About us: Future Projects is a registered charity, which provides a free information service. Formed in 2002 we offer information and advice to individuals on all aspects of daily living, including Housing, Welfare Rights and Benefits. Our service is confidential and can be accessed by telephone, letter, email or personal visit to our fully accessible office.

Purpose: to support the day-to-day running of the Charity Shop at the Baseline Centre in order to raise funds for the organisation to continue its work

Location: Baseline, 65 – 67 Knowland Grove, Norwich, NR5 8YD

Hours: Between the opening hours of 9am - 5pm Monday to Friday

Duties and Responsibilities:

- Receive and catalogue donated items, and prepare these for display and sale
- Serve customers, respond to queries and record purchases on the cash register
- Handle cash and complete electronic payments
- Keep the shop clean, tidy, and well presented to promote sales
- Assist with shop displays, labelling/pricing and stock monitoring
- Provide information leaflets and signpost any enquiries for Future Project services
- Comply with Future Projects' relevant Policies and Procedures
- Wear personal identity badge whilst volunteering
- Represent the professional standards of the charity

Person Specification:

- Experience in any retail role is beneficial, but not essential
- An interest in the shop, and an enthusiasm for raising money through its work
- The ability to work as part of a team
- A flexible approach
- Able to provide a friendly, high quality service to customers
- The ability to work as part of a team
- Basic numeracy skills
- An understanding of the need for confidentiality
- Good timekeeping
- Reliability and trustworthiness
- A willingness to undertake training required for role

Training and support:

Future Projects will provide you with training to carry out the role as follows:

- Full Induction
- Health & Safety – including risk assessment
- Moving & Handling
- Operational procedures/guidance – including stock management and payment management

Volunteers will always have a member of staff on-hand to provide support, and we will regularly review your volunteering experience with you to ensure that it is rewarding and enjoyable.