

Role Description

Role title: Volunteer Charity Shop Assistant

Reporting to: Charity Shop Manager

OVERALL PURPOSE OF THE ROLE

To assist in the running of Mind in Croydon's retail shop to maximise sales.

Main Activities/ Tasks:

Areas of involvement may include (subject to your interests and training)

- To assist and serve customers, providing a service of the highest standard.
- To assist with processing stock, including sorting, steaming, pricing and hanging of donated items.
- To assist with the layout of the stock in an attractive way that will appeal to customers
- To be involved with the till operation and the handling of cash
- To promote public understanding of the work Mind in Croydon delivers and the importance of raising funds through the shop.

Qualities/ Experience/Skills

Good communication and customer 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.

Training

Full in-house training will be given of operational procedures during your Induction Period.

VOLUNTEER CHARITY SHOP ASSISTANT - PERSON SPECIFICATION

ESSENTIAL Criteria

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|---|-------|
| 1. Friendly, personable and willing and able to help people who require assistance. | Y / N |
| 2. Ability to follow instructions well. | Y / N |
| 3. Understands and supports the aims of the organisation. | Y / N |
| 4. Displays enthusiasm and willingness to learn. | Y / N |
| 5. Flexibility to undertake the various requirements of the role. | Y / N |
| 6. Demonstrates commitment (punctual and attends agreed hours) | Y / N |

DESIRABLE Criteria

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|---|-------|
| 1. Customer Service experience or experience within a charity shop or retail environment. | Y / N |
| 2. Ability to use own initiative to identify and prioritise tasks. | Y / N |

This role is purely voluntary and this arrangement is not meant to be legally binding or a contract of employment