

***VOLUNTEER CHARITY SHOP ASSISTANT***

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**Purpose of the role**

The purpose of the role is to assist in the day to day running of the Citizens Advice Enfield charity shop to maximize sales.

**Main Responsibilities and Duties**

- To assist and serve customers, providing a service of the highest standard.
- To assist with processing stock including steaming, pricing, sizing and hanging of donated items.
- Sorting donations of clothes, shoes and accessories into sealable stock and items for recycling.
- Help to keep the shop clean and tidy.
- To be involved with the till operation and the handling of cash - although this is not a necessary requirement.
- To promote public understanding of the work that Citizens Advice Enfield delivers and the importance of raising funds through the shop.
- To promote and apply Citizens Advice Enfield's Health and Safety policy.
- Adhering to all shop policies and procedures.
- Maintaining strict confidentiality at all time.

**Qualities/ Experience/ Skills**

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

**Benefits of volunteering in this role**

- Learn new skills.
- The enjoyment of meeting new people and being part of a team.
- Gain retail and customer service skills.
- Travel expenses reimbursed.
- Increase confidence.

**Training**

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

**Hours**

- Volunteers are required to attend a minimum of four hours. Various hours and days will be available between Monday and Saturday from 10:00am to 5:00pm.