****VOLUNTEER CHARITY SHOP ASSISTANT****

## **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.