

CITIZENS ADVICE ENFIELD CHARITY SHOP

VOLUNTEER 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.
- 25% discount for purchases in our charity shop
- Increase confidence.

370 Green Lanes– Palmers Green - London – N13 5PE – 020 8292 7187

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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 10am to 5pm.