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**Title:** Retail Volunteer

**Basis:** Volunteer

**Safeguarding:** No Disclosure or PVG checks necessary

**Responsible to:** Shop Manager

**Responsible for:** Supporting staff and other volunteers in the running of the shop

**Summary of the role:**

The Bethany shops play a vital role in our mission of ending homelessness. In order for the shops to be welcoming and efficient retail environments, we require volunteers to assist with day to day tasks.

**General responsibilities:**

* Assisting customers in the shop in a friendly and professional manner.
* Dealing with telephone enquiries from members of the public, Bethany staff and other organisations.
* Sorting donated goods. This a large part of every retail role and, depending on the shop, can be done independently or as part of the team.
* Pricing donated goods
* Replenishing and changing the stock on display. This can involve creative flair, and responding to appropriate cultural events through displays
* Tidying the stock room(s) and shop floor.
* Operating the till. This includes processing purchases and being a welcoming and knowledgeable point for customers in the shop.

**Important pre-requisites for the role:**

* Volunteers need to be able to plan their time in the shop to ensure that they are productive and effective in their role. The tasks and time frames assigned should be decided through discussion between the volunteer and their line manager.
* Volunteers need to trustworthy and focussed as, at times, retail positions involve lone tasks, such as stock sorting.
* Volunteers should be friendly, open to learning and willing to take direction from their line manager.
* Not all shop roles are front-facing; many retail roles involve behind the scenes stock sorting, a level of interaction that some volunteers prefer.
* Though the role does not require the volunteer to be a Christian, they must be aware and respectful of the Christian ethos upon which Bethany Christian Trust is founded.

**Location**

* The location of this role depends on both the capacity of each shop and the preference of the volunteer.

**Pattern of hours**

* The times at which individuals can volunteer varies. Our shops are open Monday to Saturday, from around 9:30 to around 17:00, though this changes depending on the shop.
* We ask that volunteers do not volunteer more than 16 hours a week, and on a maximum of four days a week.