

Volunteer Role Description

Title of role:	Charity shop volunteer assistant (Hereford)
Location:	HWT charity shop, Hereford
Responsible to:	Retail manager
Status:	Voluntary
Hours:	Minimum of 3.5 hours per week, morning or afternoon (shop open Monday – Sunday)

General Information:

Herefordshire Wildlife Trust is a member of The Wildlife Trusts, a nationwide network of local trusts that work to protect wildlife in town and country. Through their care of a network of nature reserves and a range of other conservation and education activities, The Wildlife Trusts are striving for a UK richer in wildlife. Volunteers are vital not only to practical conservation tasks but also the administrative work that is required to support and promote membership, management of reserves, project work and events.

In Autumn 2022 we will be opening our new charity shop in Church Street, Hereford. Over the last two years our Ledbury charity shop has done amazingly well and all the money raised goes to supporting the vital work done by Herefordshire Wildlife Trust. We aim to make our Hereford shop just as successful. With its prime location amongst the cafes and boutiques on Church Street this shop has the opportunity to offer shoppers a chance to help support our conservation work whilst also reducing their impact on climate change by buying second hand.

We are looking for friendly and enthusiastic individuals who can help make this shop a success.

Main tasks:

- 1 Sorting through new donations
- 2 Arranging the shop floor and restocking
- 3 Working the till
- 4 Supporting the shop manager

Skills/Qualities – essential

- Friendly and enthusiastic
- Organised and efficient.

- Ability to work as part of a team.

Skills/Qualities – *desirable*

- Experience of working in retail, in particular a charity shop
- Interest in vintage or boutique sales
- Understanding of sales and marketing techniques

Benefits

This role provides contact with a wide range of people and provides a range of opportunities for developing various retail related skills, including the use of our till system. It also offers satisfaction from knowing that you are making a significant contribution to our conservation work through the money raised by the shop.

All volunteers receive a monthly newsletter from HWT and invites to volunteer social events, including a winter quiz and summer picnic.

Training

The Volunteer will receive an initial induction to the Trust. They will receive any further training required for the role as well as the opportunity to attend ad-hoc training alongside other volunteers.

Expenses

The charity shop volunteer assistant may claim their travel expenses incurred travelling to and from their volunteering duties and any training sessions, (taking into account the shortest distance) with authorisation from the retail manager.

Confidentiality

The charity shop volunteer assistant may sometimes have access to sensitive or embargoed information on business issues. The Volunteer is expected to respect confidentiality and exercise discretion where necessary in line with our volunteering policies.