



Role Description

Title:	Cashier Sales Assistant Volunteer
Accountable to:	Shop Manager / Assistant Shop Manager
Location:	In one of our 13 shops
Contract Type:	Voluntary
Commitment:	Minimum of 2 hours per week, we'd love it if you could do more. Shifts vary; they can be between 1 – 7 hours long and timings can be agreed between the volunteer and Shop Manager. The majority of our shops are open 6 days a week.

Could you be the face of your local Life Charity Shop?

If you want to gain cashier and sales experience in a friendly environment, this is a great way to get a taste of a career in retail while helping raise funds for a worthy cause.

With support around you, you will be processing sales through the till as a cashier, talking with customers and thanking every donor.

Our team is welcoming and friendly, and we love meeting people for all walks of life.

Typical Tasks:

- Engaging with customers and serving them in a helpful and friendly way
- Answering the telephone and taking messages
- Communication with fellow volunteers about what has sold and needs restocking
- Honing your retail and cashier skills behind the till and taking payments
- Helping with administration and reception duties around the till area
- Signing up of new Gift Aid customers
- Promoting Gift Aid and sales campaigns, and chatting with customers and members of the public
- Maintain a customer friendly atmosphere at all times
- Acting as a ambassador for Life

Benefits of Volunteering:

- A chance to work in a friendly team, make new friends and meet a diverse group
- The feel good factor of helping Life meet its charitable aims
- Develop your confidence and interpersonal skills
- Gain valuable retail experience and add to your CV
- Learning new skills
- Flexibility to fit in with your lifestyle around your other ongoing commitments
- Reasonable travel expenses will be reimbursed
- 20% discount on donated goods

What skills do I need?

No formal experience is needed, as all necessary training will be provided. However, you are required to possess the following:

- Friendly and helpful
- Happy to be part of an amazing team of staff and volunteers
- Ability to work independently, as part of a team and use your initiative
- Good listening and communication skills

- Patience and sensitivity
- Reliability
- Previous customer experience is a bonus

Training & Support:

- Provide induction, information and training to enable you to carry out your role effectively
- Support your personal development by offering appropriate induction, training and feedback opportunities
- Provide policies, procedures and standards of the organisation in relation to volunteering
- Provide regular organisational communication and updates