



Role Description

Title:	Lead Volunteer
Accountable to:	Shop Manager / Assistant Shop Manager
Location:	In one of our 10 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?

We are excited to be looking for a Lead Volunteer. We are after a friendly, enthusiastic and cheerful person to join our exciting and vibrant team. The Lead Volunteer will assist the Shop Manager in the opening and closing of the shop and cashing the tills. This will be a perfect role for someone looking to gain experience in retail or someone who wants a role with a bit more responsibility.

Typical Tasks:

- Opening and closing the shop in the absence of the manager
- Supervising and successfully delegating responsibilities to other volunteers
- Welcome all customers coming into the store with a warm and friendly manner
- Deal with customer queries and refunds professionally and effectively
- Maintain house keeping
- Be responsible for cashing up at the end of the day
- Ensure the store runs smoothly in the absence of a manager on a day to day basis.
- To maintain a customer friendly atmosphere at all times
- Ensure all safeguarding and health and safety policies and procedures are adhered to
- 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 stock room 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

We are proud of having a diverse volunteer base made up of people from different backgrounds and ages. The minimum age for this role is 18. This role may involve supervision of volunteers who are under 18. You will therefore be required to agree to an enhanced DBS check.