



Role Description

Title:	Retail Stock Room 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're a keen rummager and like things to be neat and tidy, then we have a role for you - helping in our retail stock room to sort the fantastic donations we receive behind the scenes. If you love a bit of ironing, then master the steamer and watch those wrinkles disappear (it's surprisingly therapeutic!) or become a tagging extraordinaire, allowing customers to understand what item they are purchasing.

Whether you're a lover of vintage clothing, films, books, vinyl records or stunning jewellery – or perhaps you just fancy the company of other friendly volunteers away from the shop floor whilst making a difference - our retail stock room role is the place to be behind the scenes.

Typical Tasks:

- Sorting out donated items and preparing them for sale
- Delivering stock as required to the shop floor
- Using a clothes steamer and tagging price labels on to clothing items
- Identifying unsaleable donations for recycling
- Keeping the sort room organised and tidy ensuring stock is stored safely and securely
- Looking after a certain department based on your interests alongside paid staff
- Maintaining a customer friendly atmosphere at all times
- Ensure all 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