

Title: Volunteer Charity Shop Assistant

Location: The Hope Centre Charity Shop, 59-61 Abington St, Northampton NN1 2AW

Purpose of the role: Assist in the effective operation of the Hope Centre Charity Shop

Hours: The Charity Shop is open from 09:00 – 15:00 Monday and Wednesday, we will soon be adjusting the hours and it will then be open Monday – Saturday at the same times.

What tasks may be involved?

- To assist and serve customers, providing high standard of Customer Service
- To assist with processing stock, including sorting, steaming, pricing, and hanging of donated items.
- To be involved with the till operation and the handling of cash (although this is not a necessary requirement).
- To promote public understanding of the work The Hope Centre delivers
- To promote and adhere to Health and Safety policies

What qualities or skills would be useful?

- Good communication skills
- Customer service skills
- Be able to work as part of a team environment
- Previous experience working or volunteering in a customer facing position

Our expectations:

- Must be reliable and trustworthy
- Must be able to relate to staff, volunteers, and service users
- Must have a flexible approach towards undertaking relevant tasks
- Must respect boundaries and confidentiality
- Must not discriminate
- Must develop a good understanding of Health and Safety regulations

What would the benefits be for me?

- Induction to the Hope Centre
- Access to training
- Gain experience and new skills
- Enhancement for your CV
- Regular news updates
- Support sessions
- Open door policy to the Volunteer Coordinator and Support Team
- Encouragement to try new things
- Reference after 8 weeks
- Be part of a team with a good ethos
- Increased confidence
- Meeting new people



Volunteer Charity Shop Assistant – 1015743

