**Volunteer Role Description**

Thank you for your interest in volunteering with Wiltshire Sight! We rely on the help and dedication of volunteers to support the wide range of services that we provide, and we recognise the huge contribution our volunteers make to the effectiveness of our organisation.

**Role:** Charity Shop Volunteer

**Location:** Salisbury shop

**Purpose:** Wiltshire Sight recently opened our very first charity shop in the heart of Salisbury. Our new shop is not only a charity shop, but also a resource centre and consultation space for our clients.

We are urgently seeking charity shop volunteers to support the shop's daily activities and help us generate income for the charity.

**What will you be doing?**

* Assisting and serving customers
* Operating the till and money handling
* Processing stock donations
* Displaying donations and shop re-filling
* Housekeeping: ensuring the shop is always in a tidy and organised condition
* Shop merchandising and arranging window displays
* Promoting public understanding of the work of Wiltshire Sight and the importance of raising funds through the shop

**What skills and experience are needed?**

* A reliable and conscientious attitude
* Friendly, helpful, and understanding
* Effective listening skills
* Good verbal communication skills
* Flexible and committed
* Ability to maintain boundaries
* A good understanding of confidentiality
* Be well presented

**What will you gain from the role?**

* A portfolio of retail skills and knowledge
* Experience of working with a variety of people
* Experience of a team working environment
* A greater understanding of sight loss

**What support will be given?**

* Induction
* Retail training
* Support from the Volunteer Coordinator
* Supervision from our Retail Team
* Additional training as appropriate

**When will you be needed?**

We currently have full availability and have no restrictions for joining the team. (Our shop will be open 7 days a week between 9am – 5pm Monday – Friday then 10am – 4pm on Sundays.)

**How often will you be needed?**

A minimum contribution of 2 hours per week would be preferred.

A commitment of 4-hour shifts once or twice a week would be a fantastic support.

**References**

Two references required.