**Volunteer Opportunity - Charity Shop Keyholder**

**Location:** 18 High Street, Thornbury, BS35 2AH

Are you already volunteering in a charity shop but would like the chance to take on more responsibility? Or are you considering a career in retail management but need that first step on the ladder? Then this is the ideal role for you! Our shops are unique, as they not only offer retail to generate income to support the charity, but they also have a resource centre and consultation space where people living with sight loss in the local area can access information, advice and guidance. They are at the heart of local communities - sharing the work of Sight Support and helping to secure support for our life-changing work. We are seeking friendly, confident and reliable volunteers to support the shop's daily activities and take on the additional responsibility of being key holders.

**What will you be doing?**

This is a varied and responsible role where you’ll be provided with training that will equip you to support the Shop Manager with the day-to-day running of the shop, including:

* Providing a warm, friendly welcome to customers
* Operating the till, start and end of day procedures and money handling
* Processing stock donations
* Displaying donations and shop stock rotation and re-filling
* Opening and closing the shop when required
* Ensuring the shop is always in a tidy and organised condition
* Shop merchandising and arranging window displays
* Providing support and supervision to other shop volunteers
* Promoting public understanding of the work of Sight Support and the importance of raising funds through the shop

**What skills and experience are needed?**

* A person who is confident and willing to take responsibility
* A passion for providing great customer service
* Reliability and a conscientious attitude
* Friendly, helpful, and understanding
* Effective listening and verbal communication skills
* Confident with cash handling and with an eye for detail.
* Flexible and committed
* Respectful of others
* A good understanding of confidentiality

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

* A portfolio of retail skills and knowledge and a step on the ladder to retail management
* Experience of working with a variety of people
* Experience of a team working environment
* A greater understanding of sight loss
* A reference for other paid or voluntary work

**What support will be given?**

* Induction
* Retail training
* Support and guidance from the Shop Manager
* Additional support from the Volunteer Coordinator
* Additional training as appropriate

**When will you be needed?**

We currently have full availability and have no restrictions for joining the team.

**How often will you be needed?**

A minimum contribution of 4 hours per week would be preferred. A commitment of 4-hour shifts once or twice a week would be a fantastic support, as well as helping to cover full days when the manager is off.

**References**

Two references required.

**End of document**

Tel 0117 322 4885, Email info@sightsupportwest.org.uk

Sight Support is a registered charity no. 1178384

Registered Office: St Lucy’s Sight Centre, The Beeches, Browfort, Bath Road, Devizes, Wiltshire, SN10 2AT