# Volunteer Role Description

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

**Role:** Charity Shop Keyholder

**Locations:** 18 High Street, Thornbury; 27b Fore St, Trowbridge BA14 8EW

**Purpose:** 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 our charity 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 and money handling
* Processing stock donations
* Displaying donations and shop re-filling
* Opening and closing the shop when required
* Cashing up the till at the end of the day
* 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 the charity and the importance of raising funds through the shop

## What skills and experience are needed?

* A leader 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 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 and proof of ID required.

## End of Document

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

Sight Support West of England, Vassall Centre, Gill Ave, Bristol BS16 2QQ. Registered charity no. 1178384

Wiltshire Sight, St Lucy’s Sight Centre, Browfort, Bath Road, Devizes, SN10 2AT. Registered charity no 1119462

Insight Gloucestershire, 81 Albion Street, Cheltenham, GL52 2RZ. Registered chartiy no 204279