# 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 Assistant

**Locations:** Salisbury, Devizes, and Trowbridge in Wiltshire; Thornbury in South Glos.

**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. We are seeking friendly and reliable volunteers to support the shop's daily activities.

## 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 Sight Support 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 and 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
* Supervision from our Retail Team
* 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 required.

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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