

Task Description Volunteer Shop Assistant

Purpose of Role

The expectation is that any person filling this role will provide assistance in SCRATCH's retail outlet selling furniture, small electrical items, books, bric-a-brac and clothing to the general public

Key Tasks (role can include some or all of these)

- Operating the till and cash handling
- Assist with the layout of the shop including window dressing
- Sorting of donated items and preparing for placing on sale (including cleaning/ironing)
- PAT testing and function testing of small electrical appliances
- Maintain the stock control system.
- Assist with loading and unloading goods to and from vehicles
- Help customers find what they are looking for
- Treat all customers in a friendly and polite manner
- Ensuring all paperwork is dealt with according to agreed systems
- Maintain client confidentiality at all times
- Ensure all telephone calls are dealt with politely and professionally

General Responsibilities

Comply with SCRATCH's volunteering policies at all times - including **Health and Safety, Confidentiality, Equality & Diversity** and **Green Housekeeping**.
Make sure the premises are kept clean and tidy (both public and private areas)

Time Commitment

Minimum three hours a week would be ideal.
The SCRATCH shop operates Monday to Saturday, 10am – 4pm.

Location

The post is based at The SCRATCH shop, 21 East Street, Southampton, SO14 3HG
Tel: 02381 060823

Expenses

Reimbursement of out of pocket travel expenses between home and volunteering location, and other reasonable expenses as agreed with supervisor.

Supervision and Support

Provided by the Duty Shop Supervisor and also Volunteer Manager (Annie Knight).

Who are we looking for?

We are looking for people who are committed to proactively supporting the work of SCRATCH and who share its aims and values. We want people of any age and background. A sensitive and mature attitude is important, as is ability to work on own initiative. Previous retail experience and/or experience of dealing with the general public would be useful. Willingness to attend support sessions and agreed training is essential.

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