

Volunteer Charity Shop Assistant **– Role description**

Purpose of the Role

The purpose of the role is to assist in the day to day running of the charity shops, Life in the Town and Life in the Green, and sortation centre to maximise sales and increase independent income for the charity.

Background

At Learning for Life we believe that everyone deserves chances, choices and opportunities to live the best lives they can. We are about giving people from all walks of life hope and we make sure that we are there to help them through any barriers they may face. That is why our services and projects are dedicated to making a positive difference to the lives of all children, families and communities.

Learning for life currently has two shops situated in Edmonton and Enfield and a sortation centre at West lea school that are used to raise independent income to support our charitable mission and also offer West Lea students work placement opportunities.

The hours are flexible, although we particularly need volunteers that may be available for an afternoon Mon - Sat. If you enjoy meeting people and feel that you could offer your support, we would love to hear from you!

Role Description

Main Activities/ Tasks:

1. To assist and serve customers, providing a good level of customer service
2. To assist with processing donated stock, including sorting, steaming, pricing and hanging of donated items.
3. To move stock between the shop and sortation centre.
4. To assist in the visual merchandising of the shop
5. To be involved with the till operation and the handling of cash (although this is not a necessary requirement).
6. To assist in ensuring that health & safety processes are followed and general maintenance issues are reported.
7. To assist in daily tasks including cleaning, tidying and hoovering.
8. Support students from West Lea School who are on work placements
9. To promote public understanding of the work Learning for Life delivers and the importance of raising funds through the shop.

Qualities/ Experience/Skills

Good communication and customer care service skills are essential to fulfil this role. Being able to work as part of a team environment and with the general public is essential. Volunteers must share the ethos and values of

LFLC Ltd

Charity Reg. No. 1160792

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www.learningforlifecharity.co.uk



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Learning for Life Charity and be prepared to use their own initiative at times to get the work done. Volunteers must be respectful of others and flexible in their attitude to work. Volunteers must be able to take direction and contribute positively to the overall running of the shop.

Training

Full, in-house training will be given of procedures during your Induction training. All we ask is that you have the enthusiasm to learn and a desire to succeed.

What's in it for you?

Volunteering is a great opportunity to meet new people and learn new skills. Whether you want to build your confidence or get out of the house for a while there are many positives to giving some of your free time to support good causes.

Many of the skills and experiences that you will gain are relevant to other employers and can boost your CV if you are looking to go on to paid work.

You might love it and want to go into charity work, there are many great experienced to gain – paid and unpaid.

Either way we are happy to have an informal chat about the role and the right direction for you.

Interested?

Contact Azad Ioannou: email Aloannou@westleaschool.co.uk