

Thank you for your interest in becoming a Retail Assistant Volunteer!

Location: Downham Market

Here is a little more information to give you a clear understanding of the role:

What is a Retail Assistant Volunteer?

As a Retail Assistant Volunteer, you will play an important role in the daily functioning of our charity shop in Downham Market. Our shop accepts generous donations from the public, sorts, enhances, prices and displays them to maximum effect and re-sells them. This not only raises funds to enhance the vital services our organisation can provide but it helps raise awareness and is an outlet to display mental health information.

You will be a flexible extra pair of hands, to help with the varied duties of the role which include preparation and display of stock, serving customers in a polite and friendly manner and helping keep all areas tidy.

There is some flexibility in this role, however we ask you to commit to certain days/times to volunteer which will reflect the opening times and shop rota. You can obviously decide how frequently you volunteer. Our staff will work closely with you to ensure everyone feels supported and understands how this important work contributes to the success of the shop. Staff will always be around to help to plan, review and reflect on how everything’s going. You will have a named staff member on hand to support you whenever you are volunteering with us.

Who makes an ideal Retail Assistant Volunteer?

We are looking for people who are passionate about providing great service to our customer’s and who appreciate the thorough preparation that goes into the high standard of presentation of our shop. We welcome applications from people from all walks of life, provided you are:

* Passionate about customer service, have good communication skills
* Appreciative of the importance of attention to detail when preparing and displaying goods for sale (or willing to learn)
* Have initiative and willing to share your creative ideas
* Respectful and empathetic
* Confident in engaging with people and raising awareness of our services if appropriate
* Able to travel independently

For example, we’d be very interested in hearing from you if you:

* Have experience of a retail or customer services environment (or are keen to learn)
* Are looking for a fulfilling and rewarding opportunity to share your skills.

This is not an exhaustive list, however: if you feel you have the enthusiasm and commitment to contribute to our team, please get in touch.

Training and Support

This is an opportunity to learn, develop and share your existing skills with our support. As a volunteer with us you will receive:

* Introduction to our charity shop Mind at Cousins Court
* Volunteer and Organisational Induction
* Any Mandatory Training required for the role
* Regular supervision with the team leader
* Wellness Action planning
* Some expenses if appropriate (e.g. mileage)

This opportunity would be ideal for anyone interested in retail and customer services.

Download the criteria list for a comprehensive look at the role and how to apply.

We hope this feels like an exciting and interesting opportunity to you.