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| Required skills and experience needed to be a Retail Assistant VolunteerLocation: Downham Market  |
| Areas | What you will need to be able to do |
| Knowledge & Experience (or willingness to learn) | * Previous experience of all aspects of assisting in retail i.e. serving customers, sorting, steaming, pricing and displaying stock and keeping all areas of the shop and stockroom tidy (or willingness to learn)
* Willingness to provide support information to customers who request such resources
* Have an understanding of, and commitment to equal opportunities, diversity and people’s rights
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| Skills | * Good communication skills
* Be numerate
* Have good customer service skills i.e. polite, friendly and helpful.
* Ability to contribute ideas positively to the wider team in training and development
* Adaptable with a positive attitude
* Be able to undertake moving and sorting stock
* Willing to engage in any promotional activities relating to the shop or raising awareness of mental health
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| Personal Attributes | * To be reliable, punctual and flexible
* To be welcoming, friendly and helpful
* Self-motivated but able to work as part of a team and follow direction
* To be creative with attention to detail
* To let us know if the role is becoming too demanding and to commit only to what feels manageable and positive to you
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| Additional Requirements | * Ability to travel independently
* Ability to use email and phone would be desirable
* Willingness to explore a Wellness Action Plan
* Willingness to have an enhanced DBS check
* This role will require a regular commitment each week/fortnight (exact details to be agreed)
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| Training & Support Offered |
|  | * Introduction to The Mind Charity Shop
* Volunteer and Organisational Induction
* Any Mandatory Training required for the role
* Regular supervision with the Shop Manager
* Wellness Action planning
* Some expenses if appropriate (e.g. mileage)
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