

# Volunteer Shop Assistant – King Cross

## Role Description



<b>Team</b>	The Trading Team
<b>Location</b>	225 King Cross Road, Halifax, HX1 3JL
<b>Time commitment</b>	4 + per week
<b>Claim Expenses</b>	Yes (in line with our Volunteer Expenses Policy)
<b>DBS Check</b>	No

We are looking for volunteers who strive to be brilliant – it's not just money that keeps the cogs turning here at Forget Me Not, it's the gift of time from our fantastic army of volunteers. By becoming part of our volunteering team, you'll find there are many more opportunities to get involved with all things Forget Me Not!

Please note, at this store we are currently looking for people who can volunteer on **Saturdays**.

### **Who will show me what to do?**

Our wonderful Trading Team will show you the ropes and give you all the support you need to get the most value from your time

### **What will I be doing?**

We believe variety is the spice of life, so we like to make our roles varied. You can gain new experiences and enhance your skills – the role of Shop Assistant Volunteer may include:

- Ensuring quality customer service
- Handling money
- Introducing gift aid to donors
- Promoting the Forget Me Not lottery
- Sorting and steaming clothes
- Serving customers
- Housekeeping and merchandising
- Being a positive role model for our younger volunteers

### **How many hours will I work?**

We appreciate any time you can donate to us and can be flexible to fit around you. For this role, we'd like to offer you half a day per week.

## **Do I need any skills/experience?**

It is helpful if you have done this sort of work before, however it is not essential because you will receive training and support. If you work in the shop you will need to be comfortable talking to members of the public and handling money. We are looking for volunteers who are:

- Honest, reliable and trustworthy
- Able to ask for help when needed
- Open, positive & passionate about what we do as a charity

## **Benefits**

- Full induction & training provided
- Enhance your CV
- Make new friends
- Claim volunteer expenses
- Flexible shifts
- Full retail experience
- Supporting local community
- Basic numeracy skills & language skills
- Learn new skills such as; prioritising work load & attention to detail

## **Skills & Qualities that can be gained;**

- Become a self-starter
- Cultural awareness
- Team work
- Critical thinking
- Cash handling
- Staying calm under pressure
- Multitasking

As a volunteer you will be a representative of Forget Me Not Children's Hospice. As such we are looking for people who are well presented, polite and able to give a positive message about the work of the charity.

All our volunteers are encouraged to attend training and volunteer meetings whenever possible.

For further information please visit [www.forgetmenotchild.co.uk](http://www.forgetmenotchild.co.uk) or contact Lynne, Shop Manager on 01422 322616 or email [volunteers@forgetmenotchild.co.uk](mailto:volunteers@forgetmenotchild.co.uk).