

Volunteer Key Holder Role Profile

**Title of Role:** Volunteer Key Holder

Department: Retail

Supervisor: Shop Manager and Shop Assistant

Location: Leeds Women’s Aid Charity Shop, 102 New Road Side, Horsforth

Time commitment: One or two shifts a week consisting of 3 or 4 hours plus ad hoc cover

DBS check needed? Yes

Purpose of the role

The purpose of this role is to oversee the day to day running of the shop in the absence of the shop manager and shop assistant.

Duties Include

* Opening and/or closing the shop
* Checking the float at the beginning of the day
* Cashing up at the end of the day
* Assist and support other volunteers
* Assist and serve customers on the till, providing a good level of customer care
* Accept donations from members of the general public and promote the gift aid scheme
* Processing stock including sorting, hanging, tagging and steaming
* Replenishing and merchandising stock
* General housekeeping including tidying rails, keeping the shop floor tidy and clean
* Deal with queries about the shop and the services we provide

Qualities/experience/skills

Experience of shop work is desired but not essential as full training will be provided. We also ask that you are able to be flexible as you may be contacted at short notice to cover the shop. We are also looking for individuals who are happy working as part of a team and will be a positive advocate for our charity.

Training

Full training will be provided during your induction period.

Benefits of Volunteering for Leeds Women’s Aid

* Helping a local charity to raise funds for its vital support services
* Become a part of the local community
* Meet new people
* Gain experience
* Develop new and existing skills