



Every woman deserves
respect and support

Shop Volunteer Role Profile

Title of Role:	Shop Volunteer
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
DBS check needed?	No

Purpose of the role

The purpose of this role is to assist the shop manager and shop assistant with the day to day running of the shop which raises vital funds for Leeds Women's Aid.

Duties Include

- 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
- Assist with the processing of 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

Whilst customer service and retail experience is desired, we appreciate that not all candidates will have these skills. As such, all that we ask is that you have a willingness to learn, 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