



Octavia Foundation

## ROLE PROFILE – Shop Volunteer

### The purpose of being a Shop Volunteer

Volunteers are crucial to the charity shops and their day to day running. We need volunteers to help us raise as much money as we can to support the work of the Octavia Foundation in supporting and developing individuals and communities in west and central London.

We have approximately 20 charity shops throughout London. By donating your time, you will directly bring in money for all Octavia's projects.

### **Skills:**

Customer Service experience is beneficial. Ensuring that the customers are served in a friendly and courteous manner is vital	D
Each shop has a manager and volunteers to support the shop staff who are employed by Octavia Foundation. It is vital that we have paid staff in the shops as well as volunteers so that we have people with lots of experience helping our customers and the shops are always open for business. Volunteers are just as important because so much more can be achieved with your extra help. It is important that you are willing to work cooperatively with the charity shop staff	E
Enjoy meeting different people	D
Interest in retail and sourcing specialist donated items is a benefit	D
Assisting with the unpacking, tagging & pricing of the trading goods (gift items) that are sold in the shop and arranging them in the shop	E
Maintaining the tidiness of the shop throughout the day	E
Encouraging members of the public to bring donations into the shop	D
Helping to sort the donations that are brought into the shop by members of the public	E
Operating the till	D
Preferably a commitment of a minimum of 3 months for four hours per week	E

## **Training & Support**

- In order to undertake a voluntary role, training and coaching in the procedures and best practice necessary will be given. These will be clearly set out in the induction to the shop
- Volunteers are expected to be available for an informal catch up support session with either the Shop Manager or the Volunteer Coordinator.
- There will be a probationary period of 4 weeks with a review with the Shop Manager at the end for the benefit of all parties involved.
- Volunteers will support the project by assisting with monitoring and evaluation in terms of visits, feedback and improvement forms.
- Accurate records of volunteer expenses will be maintained and volunteers are responsible for returning receipts to the Shop manager. As a volunteer, you will be reimbursed the cost you may have incurred in getting to the shop from your home and back again, up to the equivalent of a return travelcard, zones 1-4. This might be the cost of a bus or train fare. If a volunteer works three hours or more, they are also entitled to up to £3.50 for lunch, again on the provision of receipts.

These guidelines outline the main responsibilities of a Volunteer Shop Assistant – The Volunteer Team at Octavia Foundation asks volunteers to undertake them to benefit the volunteer service that we offer.