



Octavia Foundation

Volunteer Role Description

Role: Volunteer Sales Assistant

Location: In a preferred Octavia Foundation shop

Reporting to: Shop Manager

The context of this role

Welcome to the Octavia Foundation, registered charity no. 1065817. We work with people affected by unemployment, ill health, social isolation or low incomes to connect them with opportunities for positive personal change. Through our numerous shops across London, we sell high quality donated and new goods, which helps us to raise funds to support our work with vulnerable and disadvantaged people. We deliver services in five key areas:

- support for older and vulnerable people
- work with young people
- help with training and employment
- help with money and debt
- involving the community

Our vision is to build stronger, happier and healthier communities in central and west London to help create an enriched life where we live.

Expectation

We ask a minimum commitment of volunteering for 4 hours per week for 3 months.

The purpose of this post

Help to raise money for the Octavia Foundation and support the work we do in the local community.

Key Tasks

- Sort and price appropriately donated items we regularly receive.
- Provide an excellent customer service and a high end shopping experience.
- Operating tills and handling cash.
- Maintain a high level of shop presentation.

Person Specification

ROLE: The person specification states the knowledge, skills and experience required to carry out the role.

Essential criteria = E Desirable criteria = D

Enjoy meeting different people = E

Love for fashion = E

Promote and apply Octavia Foundation Policies = E

Interest in retail and sourcing specialist donated items = E

Other Information

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.
- There will be a trial period of 2 weeks with a review with the Shop Manager at the end for the benefit of all parties involved.
- One to one support session with either the Shop Manager or the Volunteer Coordinator.
- As a volunteer, you will be reimbursed your travel cost up to the equivalent of an off peak day ticket zones 1-4 and lunch cost up to £3.50, on the provision of receipts.

Selection Procedure

You will be required to complete an application form for this role. On receipt of this we shall arrange for an interview which is an opportunity for us to get to know you. We shall obtain references, however, this will only be sought if you have been successful during the interview stage.