



Volunteer Retail Assistant

Location: The Cellar Trust Charity Shop, 16 Kirkgate, Shipley, BD18 3QN

Time commitment: Monday, Friday or Saturday 9am – 4pm
This could be a half day (9am – 1pm or 12pm – 4pm) or a full day depending on your availability and preference. We can offer more than one half day up to a maximum of three full days a week.

Responsible to: Joanne Radley – Retail Manager

We are looking for volunteer Retail Assistants to help with the day to day running of The Cellar Trust Charity Shop. Our Charity Shop is run by volunteers and clients in conjunction with the Retail Manager and Assistant Retail Manager. The shop aims to help our clients gain practical and social skills to assist them in gaining employment and to develop healthy routines in a positive environment.

We want volunteers to assist with the practical running of the shop and to perform simple retail tasks. An important part of this volunteer role is to help foster a supportive, welcoming atmosphere in the shop and assist individual clients on placement with us. Some retail experience is preferred but not required, and full training will be given.

Typical tasks will include:

- Retail tasks such as operating the till, tagging and hanging donated items, maintaining shop displays and steaming, storing and pricing donated items
- Providing good customer service while operating the till, helping customers and answering customer enquiries
- Assisting the Retail Manager with any other tasks
- Supervision of clients performing day to day retail duties with support from the Retail Manager.

What are we looking for?

- People who are reliable and consistent, with a good attitude
- Excellent communication skills
- People who are passionate about supporting others
- Awareness of and empathy for mental health problems and how they can impact on the people's lives
- People with the ability to use their own initiative and make their own judgements
- A positive attitude towards customer service
- People with the ability to work under pressure

This is an excellent opportunity to meet new people, learn skills, enhance your CV and support a local charity. We will provide volunteers with the training, supervision and support needed to fulfil their role.

Informal enquiries: Oscar Cremin, 01274 586 474, oscar.cremin@thecellartrust.org

Please send your completed application form to volunteering@thecellartrust.org