

Title of Role: Volunteer Charity Shop Assistant

Purpose of the Role

The purpose of the role is to assist in the day to day running of the Freshfields Animal Rescue charity shop to raise funds for the work of the Rescue Centres.

Main Activities/ Tasks:

- To assist and serve customers, providing a high standard of service.
- To assist with processing stock, including sorting, steaming, pricing and hanging of donated items.
- To be involved with the till operation and the handling of cash under supervision if appropriate
- To promote public understanding of the work Freshfields Animal Rescue delivers and the importance of raising funds through the shop.
- To promote and apply Freshfields Animal Rescue's Health and Safety Policy.

Qualities/ Experience/Skills

Good communication and customer care service skills.

Being able to work as part of a team environment and take direction.

Training

Full in-house training will be given of operational procedures during your Induction Period.

Hands-on training on the day to day activities in the shop will be provided by the Shop Manager and staff

Location

There are three shops in Liverpool –Ormskirk, Southport (Wesley Street), Southport (Shakespeare Street).

There are seven shops in Wales – Barmouth, Caernarfon, Lampeter, Llanidloes, Llandudno, Machynlleth and Porthmadog.

Reports to: Charity Shop Manager