

ROLE DESCRIPTION

Role: In Shop Ambassador

Hours: 3 hours per week minimum with options to increase.

Location: One or multiple charity shops within Liverpool, Southport or Wales

Reports to: Freshfields Community Fundraiser

OVERALL PURPOSE OF THE ROLE

To 'make a difference together for All animals'.

Be a community cheerleader for the animals and work of the team!

If you're passionate about transforming the lives of abused, abandoned animals, then becoming a Freshfields Ambassador is a great way for you to make a difference.

Our In-Shop Volunteer Ambassadors have the sole task of talking to customers about the great work of Freshfields Animal Rescue that they are supporting by shopping with us, and promote opportunities for customers to help in new ways.

You will have full training before you start and have ongoing support.

KEY TASKS

This is a communication focused role which involves the following aspects:

- To chat with customers who enter the shop about the rescue work that they are supporting and why it is needed so much.
- To let customers' know about Freshfields strong values and how we never put a healthy animal down or give up on an animal
- To let customers' know about the wide range of animals we care for and all the work we do out in the community too.
- To give customers example of animals that we have rehomed and released.

- To promote a range of ways that a customer can help, from very simple things to becoming a fundraising volunteer. This may include joining our lottery, sponsoring an animal or simply joining our mailing list.
- To maintain attractive and visible displays about the work of the rescue, promotional flyers and Freshfields merchandise.
- To communicate with the Community Fundraiser to keep them informed of your activities and provide feedback on positive outcomes and any support you would like.

KEY SKILLS AND QUALITIES

1. Friendly, personable, enthusiastic and approachable
2. Able to communicate and relate to a wide range of people from diverse interests and backgrounds
3. Well -presented and able to maintain high display standards.
4. Able to inspire and enthuse others.
5. Passionate about achieving a better world for wild animals and pets.
6. Ability to use initiative and identify opportunities that would help support the work of Freshfields Animal Rescue.