
VOLUNTEER ROLE DESCRIPTION

Role: **Shop Assistant Volunteer**

Hours: 2 hours per week minimum between 10am and 4pm. Flexible days.

Location: One of Freshfields Animal Rescue charity shops in Merseyside or North Wales

Reports to: Shop Manager

OVERALL PURPOSE OF THE ROLE

To 'make a difference together for All animals'.

You will provide a vital role in raising funds for the rescue centre by delivering a first class service to the customers of our local charity shops. Working to clear goals and targets, you will help Freshfields to provide an exciting, innovative retail experience, linked to the transformational work of our rescue centres in Merseyside and Wales.

KEY TASKS

- To communicate the unique values and ethos of Freshfields to the public, presenting a positive approach and a credible image of the charity at all times
- To perform your duties in the shop in accordance with the Shops Operational Procedures, under the supervision of the Shop Manager. Specific duties will be outlined in the Shops Manual and should be read in conjunction with the Role Description
- To provide a welcoming environment and an excellent service to the customers of Freshfields Animal Rescue Charity shop, enabling them to have an enjoyable and satisfying retail experience
- To act as a 'gateway', providing a connection for the customers of the shop to the diverse rescue and rehoming aspects of the charity
- To generate discussion, understanding, investment and further involvement in the work of the charity
- To provide a meaningful experience for customers, explaining how their purchase or donation today will directly impact upon the lives of the animals tomorrow.

- To work as part of a wider team, contributing your skills and talents to support your fellow volunteers in completing tasks to a high standard for the benefit of all
- To actively inform customers about the principles which make Freshfields unique, including our commitment to a vegan lifestyle and the equal value of All species
- To familiarize yourself with current issues and fundraising campaigns in order to respond as fully as possible to queries from customers
- To signpost and refer the customer to relevant shop displays, merchandise/offers, printed and online resources and other materials which will give them the information they need
- To work within all relevant Freshfields operational and personnel policies and procedures as directed, including but not limited to: Health and Safety, Confidentiality and Equality and Diversity in the workplace
- To demonstrate commitment, a flexible approach and a 'can-do' attitude
- To undertake any other duties consistent with your role

KEY SKILLS AND QUALITIES

1. A friendly, enthusiastic and engaging approach to the work
2. Good customer services skills/experience
3. Reliable and trustworthy
4. Positive approach to working face to face with customers, staff and the wider community
5. Passionate about working co-operatively to achieve shared goals.
6. Ability to use initiative and to work as part of a team
7. Ability to take direction and review priorities under the guidance of the Shops Manager/Supervisor
8. Keen to contribute your ideas for improving the shop outcomes for the benefit of the animals