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## VOLUNTEER ROLE DESCRIPTION

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**Role: Shop Display Assistants**

**Hours:** A commitment of around 4 months or more would be ideal for around 2 hours per week or more between 10am and 5pm. Flexible days.

**Location:** Freshfields Animal Rescue charity shop in Southport/Ormskirk/Wales

**Reports to:** Shop Manager

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### OVERALL PURPOSE OF THE ROLE

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To 'make a difference together for All animals'.

You will provide an important role in helping the shops to raise funds for the rescue centre, by making sure the items for sale, and Freshfields promotional materials, are visible to potential customers, attractively displayed, organised and make the very best of the display space available.

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### KEY TASKS

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- Make attractive displays of items for sale in the shop windows, customer service desk, shelving and floor areas.
- Set and maintain product themes in agreement with Shop Manager
- Adapt themes to seasonal demands
- Keep public areas clean, tidy and fully accessible to all.
- Ensure that Freshfields Rescue information and merchandise is prominently and attractively displayed, and up to date.
- To perform your role under the supervision of the shop manager
- To work within all relevant Freshfields policies and procedures, including but not limited to: Health and Safety and Equality in the workplace
- To demonstrate commitment, a friendly approach and positive 'can-do' attitude

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### KEY SKILLS AND QUALITIES

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- Have a good understanding of what goods would most appeal to customers.
- Creative, practical, flexible and resourceful.
- Reasonable level of physical fitness to meet the demands of the task
- Positive approach to working with customers, staff and the wider community
- Ability to use initiative and to work as part of a team
- Ability to take direction under the guidance of the Shops Manager or supervisor
- Keen to contribute your ideas for improving display standards and sales.
- Health and safety awareness, and willing to be trained.