

Menphys Limited Volunteer Role

Description

Charity Shop



Job Title:	Menphys Charity Shop Volunteer
Responsible to:	Charity Shop Manager
Hours:	To be arranged
Location:	Menphys Charity Shop, 2 Carlisle Street, Leicester, LE3 6AF

INTRODUCTION

Our ambition is for a future full of equal choice and opportunities for disabled children, young people and their families, empowering them to live as ordinary lives as possible and aspiring for the extraordinary.

CHARITY SHOP

As well as being an important source of revenue for Menphys, the shop is the public face of the charity. Members of the public and supporters of the charity can visit the shop to buy a range of items that have been donated. It can be a very busy environment and there are lots of regular customers. We commonly sell books, clothes, records, CDs, bric-a-brac and ornaments. The shop also acts as a clothing store and assists with the promotion of Menphys events.

The shop has recently been refreshed and updated, creating a clean, bright atmosphere with quality goods on sale.

ROLE DESCRIPTION

You do not have to be able to undertake every single task. If you would like to discuss, please give us a call. You will be working alongside another volunteer at all times.

1. Sorting sacks of clothes and other goods to decide what is suitable for sale.
2. Packing up/disposing of any goods which are not to be sold in the shop.
3. Hanging clothes on hangers.
4. Pricing goods.
5. Putting stock out for display on the shop floor adhering to Health & Safety procedures.
6. Serving customers at the till and handling cash.
7. Removing unsold stock from display.
8. Helping to keep the shop tidy and attractive.
9. Providing assistance to customers in a welcoming and helpful manner.
10. Helping with the designing and creation of displays.
11. Maintaining the stockroom.

WE ARE LOOKING FOR

No special qualifications or experience are needed to work in the shop, as any relevant training will be given.

However, the following qualities and skills are important:

1. An interest in the shop, and an enthusiasm for raising money through its work.
2. The ability to work as part of a team and get on with other volunteers in the shop.
3. Able to provide a friendly, high quality service to customers.
4. A commitment to equal opportunities and to treating all individuals who visit or work in the shop with dignity and respect.
5. A willingness to help with a range of tasks in the shop, and to undertake tasks as requested.
6. Reliability and honesty.
7. Able to lift bags and boxes.
8. To be confident handling money.
9. To engage customers in the work of the Menphys and its services.

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TIME COMMITMENT

This role could be filled by a number of volunteers.
We would like to have two volunteers supporting every weekday.

DURATION

For at least 4 months and ongoing, ideally giving a minimum of two half days per week.
Shop opening hours are 9am – 4pm, Monday – Saturday (subject to change).

RECRUITMENT PROCEDURE

Menphys asks potential volunteers to complete an application form. Menphys will invite candidates in for an informal meeting/interview, giving both parties the chance to ask questions and decide whether or not the partnership is right. We endeavour to be as flexible as possible to incorporate the volunteer's interests and goals within the role.

Two references are obtained before volunteers start and a criminal records check form is completed once they have started (see below).

CRIMINAL RECORDS CHECKS

All roles at The Menphys Charity Shop are exempt from the provisions of the Rehabilitation of Offenders Act 1974 and all convictions, spent or not, must be declared. Any criminal record disclosed to us will be considered on its merits and disclosure does not necessarily exclude someone from volunteering.

If you have any questions or concerns, please do not hesitate to contact the Fundraising & Marketing Manager on 01455 323013.

TRAINING

Volunteers will receive an induction with their manager into their role.

BENEFITS OFFERED

1. To gain experience working with diverse client groups.
2. Gaining work experience to help with future career.
3. To learn about the work of a community centre providing services to vulnerable people.

APPLICATIONS AND INTERVIEWS

Please contact info@menphys.org.uk for further information.

If you wish to apply, please complete the volunteer application form which can be obtained from visiting our shop on Carlisle Street.