

# Scope

## Shop Volunteer

We're **Scope**, the disability equality charity in England and Wales. We:

- provide practical information and emotional support when it's most needed.
- campaign relentlessly to create a fairer society.

### **Our vision**

We won't stop until we achieve a society where all disabled people enjoy equality and fairness.

### **Our mission**

We're a strong community of disabled and non-disabled people with a shared vision of equality. We provide practical advice and emotional support whenever people need them most. We do this through our Scope helpline, our online community, a range of employment and child sleep services, community engagement programmes, partnerships and more. Everything we do is with the aims to achieve our strategy, Everyday Equality. We use our collective power to change attitudes and end injustice. We partner with others to increase our reach and impact. And we campaign relentlessly to create a fairer society.

### **Main purpose of the role:**

We are always looking for volunteers to help in our charity shops throughout the year, you will assist in our shop processes with the support and guidance of our shop manager.

### **Commitment required:**

- A minimum of 2 hours per week, but if you can give 5 hours, even better. We are open 7 days a week, so have a chat to us about the days and hours that suit you, this is a very flexible role.
- You will report to the shop manager.
- Applicants must be 14 years or older.

### **Benefits for you:**

- Gain retail experience
- How to work as part of a team
- Training given in all aspects of roles available
- Learn new skills
- Meet new people, build new relationships
- Become a part of your local community
- Have fun in a friendly, supportive environment
- Volunteers get a 20% discount on donated goods
- Volunteering also looks great on your CV!

### **Role responsibilities:**

You will help raise vital charity income in our Charity shop to fund our work to achieve everyday equality for disabled people. As a volunteer for Scope you can take pride in knowing you've made a difference to disabled people and their families at a time of need.

You'll be able to choose what sort of tasks suit you best from the following options:

- back of house: helping us sort donations and prepare stock out the back
- customer service: welcoming customers to the shop, answering customer queries or serving customers on the till
- department specialist: taking care of a specific area of our shop, such as books, media, shoes or handbags
- visual merchandising: creating window and shop floor displays
- supervising: keeping an eye on the shop floor and supporting other volunteers

**Skills required:**

There are no skills or experience needed before you start volunteering in our shop. We welcome any volunteers who are interested in charity shops, passionate about disability equality, or just keen to meet new people or learn something new.

**Attributes required:**

Friendly, team player, patient, creative.

**Training and support given:**

The Shop Managers are available for advice and training, as well as other experienced members of our volunteer team. Health and Safety training is given on your first day and annually.

**To apply for this role:**



- Visit [www.h4all.org.uk](http://www.h4all.org.uk) and download or print an application form  
OR  
Email [volunteerhub@h4all.org.uk](mailto:volunteerhub@h4all.org.uk) to request an application form to be sent to you by email or post.
- Email your completed form to [volunteerhub@h4all.org.uk](mailto:volunteerhub@h4all.org.uk)  
OR  
Post your completed form to H4ALL, Volunteer Development Team, Key House, Yiewsley, UB7 9BQ.
- Call 07395 282825 to speak to a member of the volunteering team.

An H4ALL application form must be completed to proceed with your application.