Retail Assistant Volunteer

Eastcote, Ruislip Manor, Ruislip

(RSPCA North West London & South Hertfordshire Branch)

About Us

We are the RSPCA North West London & South Hertfordshire Branch. Part of the wider RSPCA organisation, we provide vital animal welfare services within our branch area and help to promote the RSPCA's goal of living in a world where all animals are respected and treated with compassion.

About our Branch shops

Our six charity shops play an important part in raising the profile of our Branch and of the RSPCA, as well as raising much needed income to fund the services we provide, which include rescuing, sheltering, fostering and rehoming local animals.

About the role

We are seeking additional volunteers who can commit time to supporting our shop mangers with a variety of tasks. With instruction, guidance and full training, our volunteers assist with the smooth operation of a busy charity shop which sells clothes, shoes, toys, bric-a-brac, media and other general items.

This is a great opportunity to get involved, gain retail experience and become part of a valued team. Volunteering also looks great on your CV, and of course there's the satisfaction from knowing you're helping to make a huge difference to the lives of animals in your local community!

Outline of available / possible activities

1. Welcoming and serving customers
2. Assisting with queries
3. Maintaining a customer friendly atmosphere
4. Accepting and sorting items donated by the public
5. Preparing items for sale including steaming, tagging and pricing
6. Assisting with arranging items for display
7. Ensuring the shop looks appealing and tidy
8. Keeping the stockroom clean, tidy and free from hazards
9. Processing sales through the till
10. Encouraging customers and donors to sign up for Gift Aid

Requirements for the role / additional information

1. We're looking for people aged 16 or over
2. We require a regular commitment of at least one 3-hour shift per week for a minimum of 6 months
3. You will receive an induction (6-week in store), Health and Safety instructions and training (some of which is online to be carried out at home) and the support of the shop manager and the rest of the volunteering team
4. Volunteering to be carried out during shop opening hours of Monday – Sunday, 9:30am - 5pm
5. Volunteers receive a 50% discount on goods £10 or under
6. A reference can be requested after 2 months continuous volunteering
7. A DBS check is not required
8. Travel expenses cannot be claimed for this role

About our volunteers

Our volunteers represent our branch and the RSPCA. We need them to present themselves appropriately and always behave with professionalism towards the public.

Our volunteers are friendly, team players and are comfortable communicating with colleagues, customers and donors. Retail experience is not essential, good timekeeping skills, a willingness to help and a commitment to the role are the most important skills we're looking for.

How to apply

1. Visit www.h4all.org.uk and download or print an application form OR Email volunteerhub@h4all.org.uk to request an application form to be sent to you by email or post.
2. Send your completed form by email to volunteerhub@h4all.org.uk OR post to H4ALL, Volunteer Development Team, Key House, Yiewsley, UB7 9BQ.
3. Call 01895-676-111 to speak to a member of the H4ALL volunteering team in person.