

Retail / Shop Volunteer, Hillingdon or Denham

About our branch

RSPCA Hillingdon, Slough, Windsor, Kingston & District is a self-funding branch of the RSPCA and needs to raise all the funds it spends on animal welfare activity. To support this, the Branch runs two charity shops (Hillingdon and Denham) and the income from these is essential to our on-going animal welfare activity.

About the role

We are seeking additional volunteers who can commit time to supporting our paid staff with a variety of tasks. Under instruction and guidance from the shop manager, volunteers assist with the smooth operation of a busy charity shop which sells clothes, shoes, children's clothes and toys, bric-a-brac and general items. This is a great opportunity to get involved and help us to raise funds for animal welfare.

Outline of activities

1. Assist with arranging items for display and present stock, and ensure the shop looks appealing and tidy at all times.
2. Welcome and serve customers and operate the till subject to training.
3. Encourage customers and donors to sign up for Gift Aid.
4. Keep the stockroom and retail areas clean, tidy and free from hazards.
5. Maintain a customer friendly atmosphere at all times.

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.

In addition, it would be desirable if they are:

- Numerate and literate.
- Have good interpersonal skills, able to work as part of a team and be able to talk to a wide variety of people.

We require a commitment of 4 hours per week, either a morning or afternoon. The shop is open Monday-Saturday 9am – 5pm (not Bank Holidays). Applicants must be 18 years or older.



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About our volunteers contd.

A DBS is not required for this role.

We are unable to reimburse travel expenses.

RSPCA volunteers must

1. Uphold the Branch staff purchases policy.
2. Abide by Branch and RSPCA Society Rules and Policies.
3. Be responsible for their own health and safety and that of colleagues in accordance with the Health and Safety at Work Act 1974 and any relevant EU directives. Health & Safety training will be given.
4. Work in accordance with the Data Protection Act 2018.
5. Have good timekeeping and a commitment to the role.

You will receive an induction, and we would give instructions on Health and Safety within the shop, and training on what is required of the volunteer.

Benefits for you

You will gain retail experience and learn new skills.

You will meet new people, be part of a team and build new relationships.

Volunteering also looks great on your CV.

How to apply

Visit [volunteering | Community Care Services | H4ALL](#) 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.

Send your completed form by email to volunteerhub@h4all.org.uk OR post to H4ALL, Volunteer Development Team, Key House, Yiewsley, UB7 9BQ.

Call 01895-676-111 to speak to a member of the H4ALL volunteering team in person.