



RSPCA Lancashire East Branch

Your LOCAL branch, caring for LOCAL animals

Registered Charity No: 232253

Role Outline - Volunteer Retail Assistant

Volunteer Role:	Volunteer Retail Assistant
Charity:	RSPCA Lancashire East Branch (Reg. Charity No: 232253)
Location:	RSPCA Lancashire East Branch Charity Shop: 6 St James Street Burnley Lancashire BB11 1NG and/or RSPCA Lancashire East Branch Charity Shop: 33 Castle Street Clitheroe Lancashire BB7 2BT
Reports To:	Charity Shop Manager (CSM)/duty manager or nominated employee

1. Overall Purpose of the Role

To support the Charity Shop Manager, Deputy Manager and other staff/volunteers to help maximise the sale of donated/new goods and so raise funds to support the work of the charity

2. Principal Responsibilities

To provide a positive customer service experience, accept donated goods from donors, and help with general tasks within the shop, this may include the following volunteer activities:

- To serve customers at the till
- To sort donated goods
- To process goods for sale (cleaning/steaming/pricing)
- To restock the sales area
- To assist customers with enquiries
- To undertake general housekeeping - keeping the shop floor clean, tidy and well presented
- To create themed and attractive window displays
- To promote the work of the RSPCA and support its local and national campaigns

Customer Care

- To treat customers in a polite, friendly, positive and helpful manner
- To refer any customer complaints to the CSM/duty manager

Maintenance

- To report any faulty equipment, lighting, heating, ventilation, equipment etc. to the appropriate authority within the establishment

- To help with periodic interior decoration of buildings

Security

- To make sure that exterior doors are secure after use

Health & Safety

- To complete all relevant health & safety training, including online training modules

While at work staff & volunteers are required:

- To take care of their own health and safety and that of others who may be affected by their acts of omissions
- To ensure that they follow all procedures laid down in the health and safety manual and as instructed.
- To cooperate with all Branch and Society policies and procedures for health & safety
- To report any health and safety concerns to the CSM/duty manager

General

- To attend volunteer meetings and undertake volunteer training courses (online and face-to-face) as required

3. Role Context

- Voluntary duties are assigned by the CSM/duty manager or nominated employee
- Voluntary duties are carried out in accordance with Branch procedures which are governed by the RSPCA licensing regime and other relevant RSPCA policies, procedures and advice
- Voluntary duties are carried out in accordance with Trading Standards legislation
- Volunteers are supported by the CSM/duty manager or nominated employee

4. Training & Support

- Training in the specific role will be provided as part of the volunteer induction process
- All volunteers are required to undertake basic online Health & Safety (H&S) training as part of the volunteer induction process: this is a requirement of our insurers and upon completion ensures the volunteer is covered by our insurance provider (n.b. we can facilitate access to online training if you are otherwise unable to access the course)
- Volunteers are encouraged to sign up for the Learning Hive (the RSPCA's online training facility), which gives them access to a range of RSPCA training courses

5. Additional Information

- Volunteers may, on occasion, be asked to assist with the collection of donated goods
- The role may involve the lifting and carrying of heavy items

(n.b. this role outline is a statement of the volunteer role as of September 2022. It should not be seen as precluding future changes that may be deemed necessary by management or the Trustees)

Person Specification

Volunteer Role: Volunteer Retail Assistant

Requirements	Essential	Desirable
<i>Education</i>	Basic numeracy and literacy skills	GCSE or equivalent in Maths and English
<i>Experience</i>	No specific experience is required as full training will be given.	<p>Previous retail experience</p> <p>Previous experience as a volunteer</p> <p>Previous experience in the charitable sector</p> <p>Experience of working with the general public and/or in a customer care environment</p>
<i>Special Skills & Knowledge</i>	<p>Good oral and written communication skills.</p> <p>Good interpersonal skills including the ability to communicate at all levels</p> <p>Proven ability to work under direction but equally able to use their own initiative</p>	<p>Knowledge of animal welfare issues, particularly as they relate to RSPCA policy and practice</p> <p>Some basic knowledge of health and safety regulations</p> <p>Basic IT skills</p> <p>Basic knowledge of fashion, brands and trends</p> <p>Basic knowledge of online marketplaces</p> <p>Basic knowledge of antiques and collectibles</p> <p>Flair for visual merchandising</p>
<i>Personality & Disposition</i>	<p>Demonstrable willingness to learn and acquire new skills through training</p> <p>Personable and with an open, positive approach to new ideas coupled with drive and enthusiasm</p> <p>A flexible and collaborative approach to colleagues both staff and volunteer</p> <p>Honest, trustworthy and reliable</p>	Ability to remain calm under pressure
<i>Special Circumstances</i>	<p>Sympathy for animal welfare and the work of the RSPCA</p> <p>Willingness to cover extra volunteer shifts when possible</p> <p>Ability to work on the volunteer rota including some weekends</p>	<p>Willingness to assist our drivers with collections if necessary</p> <p>Willingness to drive the shop van when necessary</p> <p>Full valid UK driving licence</p>