

# Shop Volunteer

## Various locations

With over 30 community shops across Shropshire, Telford & Wrekin and Mid Wales volunteering with us in your local store has never been easier. You can find your nearest shop at [severnhospice.org.uk/support-us/our-shops/](https://severnhospice.org.uk/support-us/our-shops/)

## Summary:

Being part of our retail team is fun, busy and most of all rewarding.

Our shops are at the heart of our local community and you'll help create memorable shopping experiences that raise over £1.6 million every year for our care services.

There are so many ways to get involved from being on the shop floor stocking shelves and rails, welcoming and serving customer and for the creative making wonderful displays or if you prefer the backroom you can sort, tag and prepare donations ready for sale.

**Purpose:** To support the smooth running of the shop and help create great shopping experiences.

**Hours:** We're flexible. It's up to you whether you volunteer for a couple of hours, a morning, afternoon or a full day.

## Typical activities:

There are many ways you can get involved with roles to suit all skills sets and preferences.

Generally, there are customer facing and behind the scenes roles and usually activities include:

- Welcoming customers and providing great service
- Keeping the shop well presented, clean and tidy
- Sorting, preparing and pricing donated items ready for sale
- Helping with merchandising and shop displays
- Serving customers and taking payment

Here are some things you could be doing each day:

|                                       |   |
|---------------------------------------|---|
| <b>Book Worm</b>                      | Help sort, price, categorise and display donations to keep our shelves brimming with books.   |
| <b>Fabulous Fashionista</b>           | Are you mad about bags, head over heels for shoes or just love a bit of bling? If the answer's yes, then your favourite activity may be helping to sort and process our accessory and jewellery donations.                            |
| <b>Go Go Gadget Tester</b>            | Interested in devices, appliances and electrics? Some shops need a portable appliance tester (PAT Tester) to ensure our donated electrical items are safe and ready for sale. You'll receive a PAT qualification after your training. |
| <b>Hauling Hero</b>                   | To guarantee that our shop is filled with quality items, we receive regular van deliveries full of goodies for us to sell. We need help to carry these lovely donations from the van into the shop.                                   |
| <b>Homewares Hotshot</b>              | Help us sort through our wide range of household items – everything except the kitchen sink! You will be selecting and preparing items ready for sale.  |
| <b>Music Lover &amp; Film Fanatic</b> | Help us get all our fabulous donations of CDs, DVDs and vinyl ready for sale.   |
| <b>Shop Floor Filler</b>              | Help us re-stock the shop floor as quickly as it empties.   |
| <b>Steam Power House</b>              | Hate wrinkles and creases? All our clothes are steam-ironed so they look their best for sale. With the eye – and the arm – you'll make sure only quality items reach the shop floor.  |
| <b>Super Sorter</b>                   | Perfect if your love a good rummage and have an eye for what's hot and what's not.  |
| <b>Till Maestro</b>                   | Operating the till and serving customers. Ideal, if you're friendly, great with people and able to think on your feet.  |