

Volunteer Role Description

Role Title:	Lead Retail Assistant
Department:	Retail, Income Generation
Reporting to:	Shop Manager
Location:	One of our shops across Wales & England

Why am I needed?

Community is at the heart of everything that we do at Tenovus Cancer Care to help those affected by cancer. Our aim is simple – to deliver a vision where fewer people get cancer and those that do receive equal access to excellent treatment. Our shops in local communities are crucial to us raising vital funds. We'd like you to volunteer your time and commitment to help us make a difference. You'll be the friendly face that puts the shop together, helping to make sure things are running smoothly during a manager's absence and looking after our shop volunteers and customers. This is an important key role to support the charity.

What will I be doing?

Your main duties could involve but may not be limited to;

- Helping the Shop Manager plan workload, rotas and day-to-day running of the shop to make sure the right level of cover and expertise is available
- Acting as a key holder, opening and closing the shop and preparing it for trading
- Responsible for running the shop during the Shop Manager's absence including completing shop paperwork, stock takes, stock replenishment, banking, cash handling and carrying out shop security procedures
- Managing any issues that may arise in the Shop Manager's absence
- Promoting awareness of the charity and the services we provide
- Accepting donations from the public, putting goods on display and maintaining high levels of shop standards, presentation and cleanliness
- Speaking with customers, making them welcome and answering queries
- Serving on the till, generating add-on sales and gift aid conversion through high levels of customer service
- Acting as a role model to other volunteers in displaying the charity's values through effective and positive leadership.

What skills do I need?

- Experience of managing people in a retail setting with a strong interest in fashion

- Excellent communication skills both face to face and over the telephone dealing with a range of people
- Excellent customer service & sales skills within a retail background
- Strong organisational and interpersonal skills
- Ability to prioritise tasks, work on own initiative and as part of a team
- Good attention to detail and high levels of accuracy
- Good numeracy skills and efficient when completing admin tasks
- Responsible and reliable
- Be adaptable, flexible and able to work well under pressure

Many of the standard tasks within the shop involve standing or sitting for periods, handling bags and donations from the public and there may be stairs to climb depending on which shop you are based in. If you have any concerns about this, please speak with the Shop Manager when expressing your interest in volunteering. The minimum age for this role is 18 years.

How much time do I need to commit?

We'd need you to be able to give your time to cover any Shop Manager absence. This may be on an ad-hoc basis or to cover longer periods of time and so it'd be great if you're flexible. There is also the possibility for you to do more if you'd like to. We appreciate however much time you'd like to give; please let us know this on your application form. All we ask is that you let us know as soon as you can if you're not able to make it. This'll help us to plan our rotas.

What support will I be given?

- Before starting with Tenovus Cancer Care, we ask that you do try a small number of hours in the shop so we can both see how the role may suit you. The amount of hours can be decided between you and the Shop Manager
- Following that the Shop Manager and team will be on hand to run you through the basics of helping in a shop in your first few days and they will always be on hand after that. Becoming a volunteer with Tenovus Cancer Care can be a rewarding experience and is certainly invaluable to the charity and its goals.

What benefits can I expect?

- Reasonable expenses will be reimbursed in line with organisational policy
- The satisfaction of knowing you're making a vital difference to the work of Tenovus Cancer Care, and in particular the people who access our unique services
- The opportunity to develop your retail leadership and business skills as well as bring new ideas to the shop
- The opportunity to develop new and existing skills
- Access to all internal vacancies
- Access to training
- The enjoyment of meeting new people and being part of our Retail Team
- The chance to gain experience of helping Wales' leading cancer charity.

Where will I be based?

You'll be based within your local Tenovus Cancer Care shop.

How do I apply?

If you're over eighteen years old and you'd like to apply please contact the Shop Manager in your local shop directly or alternatively please contact our Volunteer Development Team on **029 2076 8850** or e-mail volunteer@tenovuscancercare.org.uk for more information. To apply directly please visit our website.