

Role Title	Volunteer Shop Assistant
Overview of role	The role of charity shop volunteer is always varied and interesting. Our shops are very much a part of the local community, while working with us you will be representing the Irish Cancer Society. Selling donated stock is a consistent way to raise much needed funds to enable the Irish Cancer Society to carry out its vital work. We could not do this without the support of our incredible shop volunteer teams.
Tasks involved in role	<ul style="list-style-type: none"> ▪ Till operation/cash handling duties ▪ Assisting customers/donors with questions and queries ▪ Merchandising and keeping shop floor neat and tidy ▪ Stockroom - Hanging, tagging, and steaming clothes in sorting room ▪ Preparation of books, bric-a-brac, toys, jewellery, etc. for sale ▪ Stocking of the shop floor ▪ General housekeeping ▪ Compliant with Covid-19 safety protocols
Skills and Experience Needed	<ul style="list-style-type: none"> ▪ An intermediate level of English is recommended ▪ Good communication and interpersonal skills ▪ A team player who is flexible and trustworthy ▪ Ability to work on your own and show initiative ▪ Display a friendly, courteous, and enthusiastic manner
Time Commitment Needed	Our shops are open between 10.00 – 17:00 (depending on location). We ask volunteers for a minimum of 3.5 hours per week, which can be either a morning or afternoon. Your shifts will be planned and agreed in advance with staff.
Supervision/Training	The local shop manager, shop manager assistant and other volunteers will be supporting you when you start in this role. A general induction and all Health and Safety training will be done with you on your first day with us. You will have on the job training in all aspects of your volunteering role. Your suitability for the role may be reviewed after 3 months.
Expenses	Expenses incurred at shop managers request will be reimbursed.
Benefits	As a Shop Volunteer you will gain valuable retail and customer service experience. You will learn new skills and make new friends. We have a very wonderful diverse volunteer team in all our shops. Depending on your initiative and skills you may be assigned to small projects such as window dressing and decoration for special events.
Physical requirements	The shops are a busy working environment, we always advise comfortable clothing and footwear. If you have any physical requirements, please discuss this with your manager.
No Smoking Policy	The Irish Cancer Society operates a no-smoking policy, and the volunteer must not smoke in or outside the shop.

How to apply

A shop manager will contact you for an informal face to face chat about the role. They will also discuss suitable working hours and the completion of the volunteer application form. One referee is required for a character reference check.