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| Role Title: | Charity Shop Assistant Volunteer – Penkridge |
| Department: | Commercial  |
| Responsible to: | Charity Shop Manager/Head of HR & Support Services |
| Responsible for: | n/a |
| Salary: | n/a Voluntary Role |
| Hours: | n/a Voluntary Role |
| Permanent/Fixed Term/Sessional: | Voluntary |

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| **Background information (job title)**Our mission statement is:*“Staffordshire Wildlife Trust protects and enhances the wildlife and wild places of Staffordshire and promotes understanding, enjoyment and involvement in the natural world.”*A registered charity established in 1969 we are one of 46 county Wildlife Trusts throughout the UK and are supported by over 19,000 members.The Trust owns or manages 43 nature reserves covering an area of over 1980 hectares. Our 130 staff are based in six locations around the county including our Headquarters at Wolseley Bridge, Stafford, with our work divided up into five departments: Resources, People Engagement, Conservation Delivery, Fundraising Communication and Membership & Commercial. The Trust has a diverse workforce of including site wardens, wildlife surveyors, community and education officers, catering, retail and administration.In addition, we have the trading company which looks after the trading side of our business. This includes cafés at The Wolseley Centre and Westport Lake Visitor Centre, charity shops in Leek, Penkridge and Codsall and a retail shop in the Wolseley Centre.We are welcoming. One of the core values of Staffordshire Wildlife Trust is that we nurture a culture of equality, inclusivity and diversity. We are welcoming to those underrepresented in our communities and we strive to listen learn and share from each other.Staffordshire Wildlife Trust are committed to keeping children and young people safe, you can see our policy here:  <https://www.staffs-wildlife.org.uk/our-policies> Safeguarding and protecting our visitors, customers, members, staff and volunteers is the responsibility of every trustee, employee, and volunteer at Staffordshire Wildlife Trust. |

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| Role Purpose: |
| A key role in the day to day operations of the Trust charity shop in Penkridge, to include making sales from the shop and the display of products.  |

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| Responsibilities: |
| Volunteers are expected to assist the Shop Manager in achieving the sales targets set for the shop, ensuring these are delivered to the highest quality customer service and professionalism by;1. Running the shop, including opening and locking the premises ensuring all security procedures are followed.
2. Assisting visitors to the shop with purchases from the sales area, taking responsibility for all till transactions, including counting floats and cashing-up.
3. Ensuring all front of house areas, displays and sales areas are kept clean and tidy throughout the day.
4. Assisting in obtaining adequate levels of high quality donated goods and managing the processing of this stock through to vibrant displays and window dressings.
5. Encouraging donors to sign up to the gift aid scheme understanding the importance of generating this additional income.
6. Assisting in the recruitment, retention and training of shop volunteers to ensure the shop can open the agreed hours and operate to minimum standards.
7. Raising awareness of the work of Staffordshire Wildlife Trust and be an ambassador for the Charity, contributing towards the Trust's Annual Corporate Plan.
8. In order for the organisation to work effectively, volunteers are expected to assist with other areas of work and therefore you should be prepared to undertake other duties, appropriate to the post, as delegated by your line manager. All staff are required to abide by organisational policies and procedures.
9. Adhering to the Trust’s policies and procedures
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