



## **Volunteer Role**

### **Retail Assistant (On Site)**

#### **Main Duties:**

- Sorting through donations
- Parcel goods for dispatch
- Taking goods for dispatch (normally the post office)
- To be a presence in the community lounge and shop
- To be a friendly, welcoming face for everyone visiting the building
- To assist with any questions or queries from visitors
- To assist with keeping the shop area clean
- To replenish stock and keep shelves full
- To handle cash and issue receipts whilst working in the shop
- Label and price goods for sale
- Replenish stock to ensure that shelves are full
- Stock checks

#### **Other Duties:**

- To work well using own initiative
- To work within a community setting
- To work well with the public
- To ensure that customers/visitors receive a quality service
- To ensure that all relevant training/induction is attended
- To adhere to Netherton Feelgood Factory policy and procedure
- To promote the work of Netherton Feelgood Factory
- To ensure that all data is collected in line with GDPR and Netherton Feelgood Factory policy
- Regular reporting to the relevant Manager/Staff Member

#### **Training**

Successful candidates will complete training to enable them to deliver the tasks detailed in the main duties and other duties sections.

**Essential Requirements:**

- Ability to work with the public
- Good communication skills
- Good organisational skills
- Ability to escalate concerns
- To work well within a team environment
- To be able to work alone when required
- To have a clean, well presented appearance

**Hours of Work**

Hours to be covered are, Monday to Friday (9am – 5pm), volunteers are asked to opt to cover 9am to 1pm or 1pm to 5pm, however if you would prefer to cover a full day/day(s) that would also be an option

**Disclosure**

This role would require you to undertake an enhanced police disclosure (DBS)

**Management Arrangements**

The volunteer position will receive line management from the Community Development Manager in accordance with Netherton Feelgood Factory organisation structure

**Volunteer Expenses**

Volunteers will be reimbursed for out of pocket expenses, in line with Netherton Feelgood Factory expenses policy

- Volunteers will be provided with a logo t-shirt or sweatshirt, this will help the community to identify you easily when visiting the building.
- Volunteers will be provided with an ID badge

Glover's Lane, Netherton, Merseyside, L30 5QW

Tel: 0151 291 8010 | Fax: 0151 291 8031

Email: [info@feelgoodfactory.org.uk](mailto:info@feelgoodfactory.org.uk)

[www.feelgoodfactory.org.uk](http://www.feelgoodfactory.org.uk)