**Volunteer Shop Assistant**



**What will you do?**

* complete an induction and training for your role
* to assist and serve customers, providing a service of the highest standard
* to assist with processing stock including steaming, pricing, sizing and hanging of donated items
* sorting donations of clothes, shoes and accessories into sealable stock and items for recycling
* help to keep the shop clean and tidy
* be involved with the till operation and the handling of cash
* promote public understanding of the work that Citizens Advice Enfield delivers and the importance of raising funds through the shop
* promote and apply Citizens Advice Enfield’s Health and Safety policy
* adhering to all shop policies and procedures
* maintaining strict confidentiality at all time.



**What’s in it for you?**

* build on valuable skills such as communication and customer service and increase your employability
* meeting new people and being part of a team
* gain retail and customer service skills
* travel expenses reimbursed
* 25% discount for purchases in our charity shop
* increase confidence
* make a real difference to people’s lives
* have a positive impact in your community



**What do you need to have?**

You don’t need specific qualifications but you’ll need to:

* be friendly and approachable
* good communication and customer care service skills are essential
* be non-judgmental and respect views, values and cultures that are different to your own
* being able to work as part of a team environment and with the general public



**How much time do you need to give?**

Ideally we ask for 4 hours per week. We can be flexible so come and talk to us.



**Contact details**

Citizens Advice Enfield

Charity Shop

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