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| Sense Logo with tagline |

Charity Shop Volunteer

**Location:** Sense Charity Shop

**Responsible to:** Shop Manager

**Time commitment:** Flexible

# About Volunteering at Sense

For everyone living with complex disabilities. For everyone who is deafblind. Sense is here to help people communicate and experience the world. We believe that no one, no matter how complex their disabilities, should be isolated, left out, or unable to fulfil their potential. Our experts offer support that’s tailored to the individual needs of each person, whether that’s at our centres, through our holidays and short breaks, or in people’s own homes. In addition to practical support, we also provide information to families, and campaign for the rights of people with complex disabilities to take part in life.

Volunteers add real value to Sense, bringing their passion, enthusiasm and fresh perspectives to the work that we do. We believe that volunteers enable us to bring people together and provide opportunities for people with complex disabilities to communicate and experience the world.

## About the Sense Shops team

Our amazing volunteers help us run over 120 shops across England and Wales. Every donated item that you sort, prepare and sell helps to raise vital funds to support us in our mission to make sure no one, no matter how complex their disabilities, is isolated, left out, or unable to fulfil their potential. Our shops are at the heart of local communities – sharing the work of Sense and helping to secure support for our life changing work.

# About the volunteering opportunity

We offer a variety of opportunities in our shops to suit different people and their skills. Please have a look through each one and let us know which you’d prefer through the application form.

## Shop Volunteer

All of our shop volunteer roles will cover a range of activities, including:

* Welcome and assist customers, provide great customer service and a fantastic shopping experience.
* Receive donated goods from members of the public.
* Sorting, steaming, tagging and preparing donated goods for sale.
* Creating eye catching window and in-shop displays.
* Keeping the shop floor well stocked, tidy, clean and organised.
* Processing sales and serving on the till.
* Promoting Gift Aid and other Sense fundraising initiatives.
* Acting as an ambassador for Sense; promoting the shop and Sense in your local community.
* Supporting with the recruitment and training of new volunteers.
* Following health and safety measures to ensure the safety of everyone.

## Till and Hosting

We’ll provide you with the training to help serve our customers further, by:

* Interacting directly with customers in warm, friendly way.
* Provide great customer service and a fantastic shopping experience.
* Processing sales and serving on the till.
* Promoting Gift Aid and other Sense fundraising initiatives.

## Key Volunteer

Our Key Volunteer role is an extra level of responsibility for someone who can commit to supporting their local Sense Shop on a regular basis. Once you’ve had all the training, you’ll be getting involved by:

* Following health and safety measures to ensure the safety of everyone.
* Open and close the shop when necessary to support the Shop Manager.
* Cash up the till at the end of the day.

# Skills & qualities

* A team player who is good with people and enjoys interacting with the public.
* Enthusiastic and motivated with a positive attitude.
* Flexible, proactive, reliable and trustworthy.
* Confident with cash handling and have an eye for detail.
* Respectful of others and their diversity.
* Interested making a difference to people who have complex disabilities and are deafblind.

# What Sense offers

* A full induction with ongoing support and guidance from the Sense volunteering team.
* The opportunity to develop new skills and knowledge with access to bespoke training for the role.
* The chance to meet people from a wide range of backgrounds and join a passionate volunteering team.
* The opportunity to share your existing skills and experience to benefit others.
* The opportunity to make an invaluable contribution to Sense and the people we support.
* A reference for other paid or voluntary work (available on request).

# Our values

Everything we do is underpinned by five core values. These values shape the way we work as we pursue our vision of a world where no one, no matter how complex their disabilities, is isolated, left out, or unable to fulfil their potential.

* We include
* We collaborate
* We find a way
* We challenge
* We celebrate

**May 2023**