

Host and Till Volunteer

Location:	Sense Charity Shop
Responsible to:	Shop Manager
Time commitment:	Flexible

Sense is a leading disability charity, here to break down barriers alongside disabled people with complex needs. We use our knowledge and expertise to deliver personalised, creative and flexible support at every stage of life. Together, we drive change, building a future where everyone has the power, choice and control to live the lives we choose.

Our values

Our values shape the way we behave and work alongside disabled people with complex needs to break down barriers.

- We're creating change
- We're always learning
- We're better together

Description of the role

Our amazing team of 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

Key responsibilities

- Provide a warm, friendly welcome to customers.
- Provide great customer service and a fantastic shopping experience.
- Receiving donated goods from members of the public.
- 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.

Skills and 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 we offer you

As one of our volunteers, you'll get:

- 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).

July 2026