

Charity shop volunteer role description

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

At Sense, we believe that every disabled person should have the opportunity to connect with others and be included in the world. We use our knowledge and expertise to deliver personalised, creative and flexible support at every stage of life.

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

As a Shop volunteer, you'll be joining a friendly, welcoming team of volunteers and staff who support each other and have a lot of fun along the way. We value every volunteer and the unique perspective, skills and energy you bring.

Whether you're sorting donations, creating beautiful displays, or chatting to customers, every task you take on helps to build a more inclusive world.

We value volunteer development, and as part of this role you can develop your skills further by training to become a till user alongside your regular shop volunteer responsibilities, or progressing into a Key volunteer, a role which includes opening, running, and closing the shop in the absence of the manager.

No matter your reason for volunteering – whether it's to meet new people, build new skills or support Sense's cause – there's a place for you in one of our shops.

Due to the nature of the role, we require all applicants to be aged 16 or over. You must have a UK address to volunteer with Sense.

Key responsibilities: Shop volunteer

You'll spend time doing a range of activities, including:

- Welcoming and assisting customers, providing great customer service, helping create a wonderful shopping experience.
- Receiving donated items from the public, thanking them for their support.
- Sorting, steaming and preparing donations for sale.
- Helping to display stock in eye-catching and exciting ways.
- Keeping the shop floor clean, safe and tidy.
- Talking to customers about Sense and the work we do.

Key responsibilities: Shop volunteer

Being a till volunteer includes all the same responsibilities as a shop volunteer, however, when you're ready, we'll provide you with additional training to:

- Serve customers on the till in a warm and friendly way.

- Put sales through the till, packing them and thanking the customer for shopping with us.
- Talk to customers about Gift Aid and other fundraising initiatives.

If you are interested in becoming a till volunteer straight away, please select 'Till volunteer', as well as 'Shop volunteer', when asked which volunteer role/s you are interested in during your application.

Key responsibilities: Key volunteer

Being a Key volunteer includes all the same responsibilities as a shop and till volunteer. However, if you're interested in taking on additional responsibilities, you can train to become a Key Volunteer, helping the shop manager by:

- Helping supervise the shop and other volunteers.
- Supporting the shop manager to make sure customers have a great experience.
- Opening and closing the shop when needed.
- Cashing up at the end of the day.

If you are interested in becoming a Key volunteer straight away, please select 'Key volunteer' when asked which volunteer role/s you are interested in during your application.

Skills and qualities

This role would suit you if you're:

- Passionate about Sense's work to support disabled people with complex needs.
- Calm, kind and have a friendly personality.
- A team player who enjoys working with others.
- Enthusiastic, motivated and someone with a positive attitude.
- Respectful of others.

What we offer you

As one of our volunteers, you'll get:

- Full training with ongoing support and guidance from your team.
- Reasonable volunteer expenses reimbursed in line with our Volunteer Expenses Policy.
- A chance to meet new people.
- A great way to develop new skills and share your existing skills.
- The feeling you get knowing you're making a difference to the lives of disabled people with complex needs.
- A reference to support future applications for paid or voluntary roles.
- Support from our Mental Health First Aiders, should you need it.

July 2026