



## Volunteer – Community Shop

**Role Purpose:** To support the day-to-day running of the Community Shop by providing a welcoming and helpful service to customers, assisting with shop operations and ensuring a safe and organised environment.

### Summary of Duties

- Arrive at agreed times and inform the Supervisor or Volunteer Co-ordinator in advance if unable to attend
- Welcome new and returning customers in a friendly and respectful manner
- Explain how the Community Shop works, including the membership system and support new membership applications where required
- Process vouchers and handle cashless transactions accurately
- Price and restock shelves, ensuring items are clearly labelled
- Monitor stock levels and inform the Manager of low stock items
- Maintain a clean, tidy and organised shop environment
- Provide signposting to additional support services where appropriate, or refer to the Manager
- Ensure personal data (e.g. membership information) is stored securely
- Follow all instructions and agreed procedures set by staff
- Comply with all Good Shepherd policies and procedures, including:
  - Health and Safety
  - Data protection and confidentiality
  - Fire safety procedures (including signing in/out)

### Role Requirements

- Friendly, approachable and able to interact confidently with members of the public.
- Reliable and punctual
- Able to follow instructions and work as part of a team
- Good communication and interpersonal skills.
- Comfortable handling transactions and basic administrative tasks
- Flexible and willing to support with a variety of shop duties.

**Hours:** Typically aligned with shop opening hours