



Volunteer Role Description

Title of role: Charity Shop Assistant

Main purpose and why this role matters: Charity shop volunteers are vital for helping us to raise the funds that support our work as well as engaging with the public and sharing our message. They are key representatives of the Trust and, as predominantly the first line of contact, are responsible for the public face of the Trust.

Location: Ledbury

Who will support you: Shop Manager

Status: *Voluntary*

Time commitment: $\frac{1}{2}$ or full days ($\frac{1}{2}$ days = 9.15am to 1.00pm/1.00pm to 4.45pm).

About us:

Herefordshire Wildlife Trust is part of The Wildlife Trust movement. There are 46 Wildlife Trusts across the whole of the UK, the Isle of Man and Alderney. Together we have more than 870,000 members, over 32,500 volunteers, 2,500 staff and 600 trustees. The Wildlife Trusts are the largest UK voluntary organisation dedicated to conserving the whole range of the UK's habitats and species.

Herefordshire Wildlife Trust, along with each of the other 45 Wildlife Trusts, is an independent, autonomous charity with its own Trustees. We are a member of the Royal Society of Wildlife Trusts (RSWT) which operates as an umbrella organisation for all 46 Wildlife Trusts and helps coordinate campaigns at a national level.

Our vision is simple: **A Wilder Herefordshire – More Nature Everywhere.** We're working towards 30% of the county being well-managed for nature by 2030, and volunteers are absolutely essential to making this happen – we can't recover nature without you.

About the role and the team you'll be volunteering with: This role sits within the commercial team which includes retail and will be based at the Ledbury shop. We have a number of volunteers who carry out various tasks (see below) and are absolutely vital to our retail operations. We could not keep our shops open without the help of committed volunteers

About the role:**Main tasks:**

- To assist and serve customers, providing a service of the highest standard
- Provide a warm welcome, thank people for their donations and ask them to gift aid their donations where possible.
- To assist in the processing of donated stock, including steaming and pricing of donated items
- To be involved with the till operation and handling of cash and card payments
- To assist in the visual merchandising of the shop and restocking of display units
- To assist in ensuring that health and safety processes are followed, and general maintenance issues are reported
- To assist in daily tasks including tidying, cleaning, hoovering and mopping.
- To promote public understanding of the work Herefordshire Wildlife Trust delivers and the importance of raising funds through the shop
- Carry out other tasks as required

Skills/qualities we're looking for:

Charity Shop Assistants are the first line of visual and verbal contact for the general public. As a key representative they have a significant responsibility and must be able to present a professional image of the Trust.

- Good communication and customer care skills
- Friendly and confident in talking to people
- Punctual and reliable
- Confident handling transactions on the till
- Ability to work as part of a diverse team, take direction and contribute positively to the overall running of the shop
- Confident with troubleshooting and ability to use own initiative

Accessibility and Adjustments:

We are committed to creating an inclusive volunteering environment. We encourage volunteers to discuss any access requirements, support needs, or reasonable adjustments with us. We will work collaboratively to identify appropriate solutions wherever possible

What we offer:

We want you to feel welcomed, supported and part of our community. As a volunteer, you'll receive:

- A taster session so you can try the role before committing
- An online induction to help you get started
- Safeguarding and Health & Safety guidance and policies
- Any training needed for your role
- Volunteer handbook and code of conduct
- Invitations to volunteer socials, discovery days and guided walks
- A weekly volunteer newsletter with updates and opportunities
- Expenses: Out of pocket expenses for travel will be reimbursed in line with our volunteer policy
- The chance to meet new people, learn new skills and make a real difference for wildlife
- You'll be joining a community of over 500 volunteers across Herefordshire.

Required for this role :

Online Induction

Volunteer Registration Form

Signed confidentiality Form

GDPR Training

Confidentiality

The volunteer may sometimes have access to sensitive or embargoed information on business issues. The Volunteer is expected to respect confidentiality and exercise discretion where necessary in line with our volunteering policies. Charity Shop Assistants will also have access to personal donor information, for which mandatory GDPR training will be provided.

Equality, Diversity & Inclusion

Our vision is to bring people closer to nature, with land rich in wildlife. Our mission is a society where nature matters, where everyone has a strong and personal connection with wildlife and wild places.

However, we recognise the conservation sector is one of the least diverse in the UK and we know that not everyone has equal access to nature. This is why we need to reflect, learn and change our approach in the way we work so that we can engage and inspire people from all backgrounds, cultures, identities and abilities to take action for wildlife, to protect it and engage in nature's recovery.

We are committed to making positive steps to bridge the gap of inequity in the sector, which is why we are addressing and promoting equality, diversity and inclusion (EDI) in all that we do. We want to better understand the barriers that face underrepresented communities in accessing nature, and work in partnership to create an inclusive landscape that reflects all walks of life. Nature is for everyone.

Safeguarding Commitment Statement

We will...

- Not tolerate any form of abuse or neglect within The Wildlife Trusts.
- Take all reasonable steps to protect children, young people and adults at risk who visit our sites, take part in our activities or engage with us online.
- Give equal priority to keeping all children, young people and adults at risk safe from harm, regardless of their age, disability, gender, race, beliefs, sex, or sexual orientation.
- Provide our staff, volunteers and trustees with the knowledge and tools to guide them in protecting children, young people and adults at risk from abuse and neglect.

Thank You for your interest in supporting Herefordshire Wildlife Trust

Please [Register your interest in this role here](#) and we will get back to you to arrange a taster session.

If you have any questions about volunteering, please contact Lesley Hack - Membership and Volunteer Manager supporterservices@herefordshirewt.co.uk