

Volunteer Role Description

Role Title:	Retail Assistant
Department:	Income Generation – Retail
Reporting to:	Shop Manager
Location:	One of our shops across Wales and England

Why am I needed?

Tenovus Cancer Care works at the heart of the community to deliver a vision where fewer people get cancer and those that do will receive equal access to excellent treatment. Our shops are not only part of that community, but they have a crucial role to play in raising the funds needed to achieve this vision. Volunteers are so important to our shops – they offer the friendly face that puts the shop together and looks after our customers.

What will I be doing?

Your main duties could involve but may not be limited to;

- Accepting donations from the public and sorting and steaming them ready for display
- Pricing up goods e.g. clothes, books and bric-a-brac
- Putting goods on display in the shop
- Creating window displays
- Speaking with customers, making them welcome and answering queries
- Serving customers at the till
- Taking part in fundraising activities
- Promoting awareness of the charity and the services that we provide

Many of the standard tasks within the shop involve standing or sitting for long periods, handling bags and other loads, typically donations from the public and there may be stairs to climb depending on which shop you are based in. If you have any concerns about this, please speak with the Shop Manager when expressing your interest in volunteering.

What skills and qualities do I need?

- A friendly and enthusiastic approach and the ability to get on well with others
- A positive can-do attitude and willingness to get involved
- Good communication skills
- A caring, helpful and understanding telephone manner
- An enthusiasm for the work of Tenovus Cancer Care
- The ability to handle heavy bags of donations and enjoy being outside
- To be reliable, honest and enjoy helping as part of a team.

How much time do I need to commit?

Ideally you will be able to give around a half day per week if possible with the possibility to do more if you would like to. We appreciate however much time you would like to give; please note this on your application form. All we ask is that you give the same hours each week and that you let us know as soon as you can if you are not able to make it. This will help us to plan our week.

What support and training will I be given?

- Before starting with Tenovus Cancer Care, we ask that you do try a small number of hours in the shop so we can both see how the role may suit you. The amount of hours can be decided between you and the Shop Manager
- Following that the Shop Manager and team will be on hand to run you through the basics of helping in a shop in your first few days and they will always be on hand after that. Becoming a volunteer with Tenovus Cancer Care can be a rewarding experience and is certainly invaluable to the charity and its goals.

What benefits can I expect?

- Reasonable expenses will be reimbursed in line with organisational policy
- The satisfaction of knowing you are making a vital difference to the work of Tenovus Cancer Care, and in particular the people who access our unique services
- The opportunity to develop new and existing skills
- Access to all internal vacancies
- Access to training
- The enjoyment of meeting new people and being part of our Retail Team
- The chance to gain experience of helping Wales' leading cancer charity.

Where will I be based?

You will be based within your local Tenovus Cancer Care shop.

How do I apply?

Please contact our Volunteer Development Team on **029 2076 8850** or email volunteer@tenovuscancercare.org.uk for more information. Please follow this link to [apply online](#) via our website. Alternatively you can contact your local Shop Manager directly.