

# Volunteer Role Description



## Charity Shop Volunteer

The Wimbledon Guild is dedicated to supporting ageing, encouraging mental wellbeing and tackling poverty throughout the London Borough of Merton. We support as many local people as we can and help them through challenging periods of their lives. Our aim is to be there for anyone who might need our help.

The shop in Mitcham boasts a clean, tidy and friendly atmosphere people enjoy visiting. The stock offered varies, but is always good quality at affordable prices. Volunteers also play a crucial role in spreading the word on all the services the Guild provides.

### What will you be doing?

- Customer service and working the till
- Preparing stock (steaming/cleaning)
- Pricing goods
- Sorting through donations
- Creating displays and maintaining window maintenance
- Sharing information about the Wimbledon Guild's services

*Training will be provided in all areas.*

### What is expected of you?

- Punctuality is very important. Being a volunteer is a commitment and if you can't attend your shift please let the manager know in advance so cover can be arranged.
- Maintaining shop standards.
- Polite, friendly and non-judgmental attitude towards fellow volunteers and customers.
- Adhering to Wimbledon Guild policies and procedures, including data protection and confidentiality.

### What can you expect from the Wimbledon Guild?

- A satisfying and rewarding experience
- Feeling part of a vibrant and dedicated team
- Full support from the Wimbledon Guild including a thorough induction to the Guild and your role.
- Training where necessary
- Reimbursed out of pocket expenses
- Enjoy a 20% Discount on all shop purchases

Get in touch and make a difference!

*\*Please be aware a criminal record (DBS) check is essential for this role.*

Contact our Volunteer Manager for more information and an application form.

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