

# Volunteer Role Description



Support from the heart of the community

## Charity Shop Volunteer

The Wimbledon Guild is a dynamic charity with a longstanding heritage that helps local people to lead a better life by tackling poverty, supporting ageing and encouraging mental well-being. The Wimbledon Guild provides support from the heart of the community by reaching out to people throughout the borough of Merton with a range of services.

The shop 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 I 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.

### What can I 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 some roles will require a criminal record (DBS) check.*

Contact Nick, our Volunteer Coordinator, for more information and an application form.

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