**Title of Role:** Volunteer Shop Assistant

**Hours:** Flexible

**Location:** Cerebral Palsy Cymru Charity Shop (Barry/Crwys Road/Llanishen/Whitchurch)

**Reports to:** Shop Manager / Deputy Manager

**Job Outline:** As a Volunteer Shop Assistant, you will be responsible for assisting customers, organising merchandise, maintaining the cleanliness of the shop floor, and ensuring a positive shopping experience. Your duties may include restocking shelves, assisting with enquiries, operating the cash register, and providing support to the store staff as needed.

**Duties and responsibilities:**

* Customer Service: Provide excellent customer service by greeting and assisting customers, answering their questions, and helping them find products.
* Cash Handling: Operate the cash register, handle cash transactions accurately, and provide change as needed.
* Merchandising: Assist in arranging merchandise on display shelves, maintaining a clean and organized shop, and regularly updating displays to attract customers.
* Stock Management: Receive, sort, and price donated items, ensuring they are placed on the sales floor promptly.
* Donation Processing: Assist in processing incoming donations, including inspecting, cleaning, and categorizing items.
* Assist with Shop Events: Participate in shop events, such as sales, promotions, or fundraisers, as needed.
* Maintain Shop Cleanliness: Help maintain a clean and safe environment for both customers and fellow volunteers.
* Promote the Charity: Share information about our charity's mission and projects with customers who express interest.
* Participate in team meetings and engage with the wider staff team when appropriate.
* To always maintain confidentiality and adhere to Cerebral Palsy Cymru’s confidentiality policy.
* To follow and remain up to date with Charity policies and procedures.
* To maintain awareness of the work of Cerebral Palsy Cymru.

**Person Specification:**

* A passion for the charity's mission, a desire to make a positive impact and commitment to Cerebral Palsy Cymru’s values, purpose, and environment.
* Excellent interpersonal and communication skills.
* Reliable, punctual, and responsible.
* Ability to work independently and as part of a team.
* Basic math skills for cash handling.
* Willingness to learn and adapt to new tasks.
* Physical ability to lift and move boxes or items as required (within reasonable limits).
* Self-motivated; able to work with the minimum of supervision.
* A can-do attitude; positive team player.

**Benefits:**

* Gain valuable experience in retail operations and customer service.
* Contribute to a meaningful cause and make a difference in the community.
* Develop interpersonal and teamwork skills.
* Become part of a supportive and friendly volunteer community.
* References and recognition for your volunteer work after three months.
* Tempo Time Credits

Due to the varied nature of this role a flexible and adaptable approach is essential.

**Please note** **that this role is physical and will involve a level of manual handling in moving donations and stock.**

**How to Apply:**

If you are interested in becoming a volunteer at Cerebral Palsy Cymru, please head to one of our shops to request an application form or fill out a form via our website.

Please contact the volunteering team at [volunteering@cerebralpalsycymru.org](mailto:volunteering@cerebralpalsycymru.org) if you have any questions.

We welcome Welsh-speakers and applications in Welsh.