

Lead Shop Volunteer Role Description

Clan is here for anyone impacted by a cancer diagnosis. We provide emotional and physical support to people who have a cancer diagnosis, their family, carers and friends. Our services are offered to all free of charge, from pre-diagnosis, through treatment and beyond at our support and wellbeing centres located across the north-east of Scotland and Northern Isles.

About the Role

Your role as a Clan **LEAD SHOP VOLUNTEER** is to assist the Shop Supervisor/Shop Manager with the overall operation of the shop to ensure that sales goals are achieved and exceeded. To provide excellent customer service at all times and ensure a positive customer experience is had by all who enter our shops. To maintain high levels of housekeeping standards.

Location

Our shops are located in Aberdeen, Ballater, Peterhead, Orkney and Banchory

Reporting To

Your designated Shop Supervisor/Clan's E – Commerce & Retail Coordinator

Key Responsibilities

Typical activities include ensuring the efficient running of the Clan shop by;

- Helping to exceed sales targets
- Providing the highest standard of customer service
- Sorting, pricing and displaying donations on the sales floor/in window displays
- Adhering to Clan's Volunteering and HSEQ policies and procedures to ensure statutory requirements are maintained

- Supporting the E-Commerce & Retail Coordinator when required, by identifying donations/stock that would be suitable for marketing on Clan's online sales platforms
- Assisting with visual merchandising/stock presentation and maintaining high house-keeping standards
- Carrying out review of stock levels and maintaining these correctly to maximise sales
- Identifying stock that can be sold on online platforms, to maximise online sales
- Being a team player, sharing best practice and ensuring success across all Clan shops
- Dealing with customer complaints in a sympathetic and timely manner. You will be the first point of escalation in the event that a Shop Volunteer receives a complaint and will be expected to handle this appropriately, in line with Clan's policies and procedures

You may from time to time be required to carry out the following in the absence of the Shop Manager/Shop Supervisor;

- Opening and closing of the shop including cashing up of till
- Be a keyholder
- Report any Health & Safety or security issues should they occur

Time Commitment

- Ideally, you will be volunteering on a rota basis, completing a 3 hour shift weekly. We may occasionally need you to be flexible and available at short notice, but we appreciate that this is not always possible
- We ask that you commit to volunteering for a minimum period of 12 months unless otherwise agreed

About You

You must be 18 years of age or older and committed to providing great customer service. Experience of team leadership in a retail background is desirable but not essential.

You should also be;

- Able to communicate effectively with people from a variety of backgrounds
- Good with numbers – or willing to develop this skill
- Detail-focused, with a passion for getting things right first time

- Coachable and willing to take on board feedback from Shop Supervisor and peers
- Willing to adapt and take on new tasks and driven to continually improve
- Willing to undertake additional training to enhance the services delivered by Clan

Recruitment, Training and Ongoing Support

Your role as a Clan **LEAD SHOP VOLUNTEER** may involve dealing with difficult situations. Clan will provide you with the relevant training, induction and ongoing supervision to support you in your role.

You will be required to complete;

- Clan's application form (available to complete on our website, in hard copy format or by telephone with our Volunteer Services Team)
- An informal discussion with our Retail & E-Commerce Manager, Shop Supervisor or another appointed member of the team – for us to get to know more about you and vice versa!
- Role-specific training as required; First Aid, Fire Warden and Manual Handling Training
- Clan's Adult Protection and Child Protection Training
- Clan's induction to the organization and to your role
- A Protecting Vulnerable Groups (PVG) screening, which will be applied for on your behalf by Clan. This role is a regulated activity, as you may be in regular contact with vulnerable adults/children and will therefore require membership of this scheme.

Clan will make sure;

- The wider Clan team is on hand to answer any questions and support you as needed
- Your line manager holds check-ins to discuss how you are getting on in your role
- You have access to ongoing training, supervision and development opportunities
- Expenses incurred whilst volunteering are reimbursed, when claimed in accordance with Clan's Volunteer Expenses Policy

If you are a natural leader, enjoy getting involved in all-things retail, care about customer service and think this role sounds like it might be for you, please get in touch by;

Applying on our website at

www.clancancersupport.org/volunteering

Popping into your nearest shop at

Aberdeen: 117 Rosemount Place, Aberdeen, AB25 2YH

Ballater: Bridge Square, Ballater, AB35 5QJ

Kirkwall: 30 Victoria Street, Kirkwall, KW15 1DN

Peterhead: 38 Marischal Street, Peterhead, AB42 1HS

Banchory: 16A Bridge Street, Banchory, AB31 5SX

Emailing

volunteering@clancancersupport.org

Calling

01224 647 000 – please ask to speak a member of the Volunteer Services Team