

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 **SHOP VOLUNTEER** is to assist the Shop Supervisor 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 or Lead Shop Volunteer

Key Responsibilities

- Playing an active role in helping to achieve sales targets
- Sorting, pricing and displaying donations from members of the public
- Assisting with visual merchandising whilst maintaining housekeeping standards
- Ensuring that stock levels are reviewed regularly, to maximize sales

- Supporting the E-Commerce & Retail Coordinator when required, by identifying donations/stock that would be suitable for marketing on Clan's online sales platforms
- Supporting other team members and sharing best practice, to promote success across all Clan shops
- Ensuring that you deal with customer complaints in a sympathetic and timely manner and escalate to the Shop Supervisor when necessary
- Adhering to Clan's volunteering policies and procedures to ensure statutory requirements are met and maintained
- Adhering to Clan's HSEQ policies and procedures
- Raising awareness of Clan, our services and fundraising opportunities

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 6 - 12 months unless otherwise agreed

About You

You must be 16 years of age or older and committed to providing great customer service. Experience of retail and/or selling on online platforms 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
- Adaptable 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 **SHOP VOLUNTEER** may involve dealing with difficult situations. Clan will provide with necessary training, induction and ongoing support.

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 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, including 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 would like to apply for the role or receive more information, please do so 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