

## **Role Description – Retail Volunteer**

### **Why we need you:**

We are looking for Volunteers to work with Essex & Herts Air Ambulance in assisting with the running of our Charity shops across Essex and Hertfordshire. The role will support the Shop Manager to ensure the smooth running of the shop.

### **What will you be doing?**

- Based at one of our Charity Shops
- Assisting with the donations of stock, by sorting and steaming and preparing for shop floor
- Maintaining good stock levels and rotation at all times
- Helping with visual merchandising when needed
- Greeting customers in a friendly and approachable manner
- Understanding the Charity's key standards and values
- Becoming familiar with our Health and Safety policies and being able to convey these to other Volunteers
- If applicable, assisting the Shop Manager with daily tasks such as banking and stock takes, recycling and rotas
- Maintaining a clean and tidy work place which encourages a happy environment to work in
- Commitment to being part of a regular rota
- Giving any other assistance in relation to the smooth running of the shop as may requested by the Shop Manager.

### **Key Skills and Attributes:**

- Passionate about Essex and Herts Air Ambulance
- Warm, friendly and have an enthusiastic and welcoming manner
- Enjoy meeting and talking to customers to create a community feel
- Enjoy the challenges of selling second-hand treasures
- Be well organised and want to make the most from a volunteer role
- As this role is specific to some physical duties, a good health is required.

### **How much time will you need to commit?**

We fit ourselves around you. However ideally we would like you be able to cover 1 or 2 shifts a week.

### **Where will I be based?**

Our Charity Shops are in Buntingford, Burnham-on-Sea, Frinton, Hitchin, Mersea, Royston and Ware. We also have a warehouse in Stevenage.

### **Who will you be reporting to?**

You will be helping and reporting to the Shop Manager.

### **Training & Support Offered:**

- You will receive full training on all aspects of this role, including till training, Health and Safety, emergency procedure training and basic customer care skills. With ongoing training as required
- You will receive regular updates relating to the Charity, including Retail
- You will be supported by the Shop Manager and Volunteer Team
- EHAAT Volunteer ID badge and uniform

**What benefits you can expect:**

- The opportunity to develop new and existing skills and gain experience in a charity
- A full character reference when required
- The opportunity to meet new people and be part of a dedicated team
- Volunteers will be reimbursed for any out of pocket travel expenses
- The satisfaction of knowing you are making a vital difference to the work of EHAAT.

**About Essex & Herts Air Ambulance**

Unlike NHS emergency services, EHAAT is a Charity providing a free life-saving Helicopter Emergency Medical Service (HEMS) for the critically ill and injured of Essex, Hertfordshire and surrounding areas.

**How do you apply?**

Contact our Volunteer Manager Jane Morton on 0345 2417 690 or at [jane.morton@ehaat.org](mailto:jane.morton@ehaat.org).