

Volunteer Role Profile



Volunteer Role	Grimsby Shop Assistant
Volunteer Manager	Shop Manager
Where you will be based	Shop

Why we want you

Our shops play a key role in our work and all profits go to helping more pets in need. By volunteering, our contribution has an impact far into the future. Our Volunteer Shop Assistants help with the day to day running of our shops. They sort our donations to ensure only top-quality good make it to the shops floor and prepare them, so they are ready for sale. They also help our customers understand the work of Blue Cross and ensure that they have such a great experience shopping with us that they come back. Last year, our shops raised millions – we couldn't do this without our volunteers, and we need your help!

What you will be doing

- Greeting the customers and helping the customers
- Sorting our donated items to quality check them before they go on sale
- Steaming and making sure all our donation good are in top condition
- Helping to price items ready to go on display
- Housekeeping in the stock room
- Replenishing the stock on the shop floor

The skills you need

- An interest in the shop, and an enthusiasm for raising money through its work
- The ability to work as part of a team and get on with other volunteers in the shop
- High standards to ensure all the items we display for sale are top quality
- A willingness to help with a range of tasks in the shop, and to undertake tasks as requested

What's in it for you

- You'll gain a variety of experience for your CV
- You'll learn new skills such as customer service, communication and team working
- You'll meet new people and get involved with your local community
- We'll provide you with all the training you need, including our GUEST customer service training
- You'll be helping more pets in need