

Volunteer Role Profile



Volunteer Role	Front of Store Volunteer
Volunteer Manager	Shop Manager
Where you will be based	Shop

Why we want you

Are you a people person with a passion for creating a welcoming environment? As a Front of Store Volunteer, you'll be the face of our shop, ensuring that every visitor feels welcomed and valued. Your role is crucial in enhancing the customer experience and maintaining an inviting atmosphere in our store.

What you will be doing

- Warm Welcome: Greet and assist shoppers as they enter the store, providing a friendly and helpful first impression
- Customer Assistance: Help customers find what they're looking for, answer questions, and provide excellent service throughout their visit
- Maintain Store Appearance: Keep the shop floor clean, tidy, and well-organised to create a pleasant shopping environment
- Support Store Operations: Assist with various in-store tasks such as restocking shelves and ensuring the shop looks its best at all times

The skills you need

- Your warm personality helps create a positive shopping experience for every customer
- Attention to detail to ensure our store is always well presented, clean and tidy and the displays are well maintained
- Excellent communication and customer service skills so our shoppers feel valued and welcomed
- The ability to be part of a team ensuring a smooth and efficiently run store

What's in it for you

- Be a Hero for Pets, make a direct impact on the lives of pets in need
- Gain experience, volunteering is a real asset for your CV and could lead to a whole new career
- Join a Supportive Community and become part of a team dedicated to pet welfare
- Discover Personal Satisfaction, feel good about contributing to a cause you care about
- Support Sustainability, help reduce waste by giving donated items a new life



- Keep active, nobody who volunteers in a charity shop ever needs a gym membership!
- And we'll pay your out-of-pocket expenses in line with our Volunteer Expenses Policy

Disclaimer

This role can be flexible to suit your time commitments. We believe that every pet should enjoy a healthy life in a happy home, and we always seek to involve the best people who share our values and commitment so we can continue to help and support pet owners across the UK to achieve this. At Blue Cross, we want you to feel that you belong, without the need to hide any part of who you are. Diversity and inclusion at Blue Cross means creating an organisation where all people, regardless of gender, race, sexual orientation, religion, nation or country of origin, disability, age, and socioeconomic backgrounds are welcomed, respected, supported, and have access to equal opportunities. We are working hard to reflect the world we live in and the communities we serve at every level of our organisation. As much as we have made positive advances, we consider diversity and inclusion to be a work in progress – a continual commitment that remains a priority for all of us. If you would like to talk to us about any accessibility needs that we can support with in terms of our volunteer recruitment processes, then please do get in touch. You can email volunteering@bluecross.org.uk and we can organise for the right team member to get in touch with you for a discussion.