

- Role: Volunteer Shop Support Worker (3 volunteers)
- Purpose: To work alongside other volunteers and on-site manager to support young people with additional needs carrying out work experience at the Arbury Court volunteer shop. Also, assist with the practical running of the shop. This is a non-profit making shop selling donated items.

Volunteer Line Manager: Louise Byam-Cook

Volunteer Coordinator: Anna Hanley

This role description is subject to change depending on the volunteer, line manager and role requirements over time. Any changes/additions will be made in agreement with the volunteer.

Key Tasks:

- Acting as a role model and supporting young people as they carry out work • experience at the shop.
- Customer service and manning the till.
- Carrying out 'back of house' tasks eg. deliveries, stock control and sorting of clothes and other items donated to the shop.
- You will not be expected to carry out the same duties as a paid member of staff.

Personal Qualities/Experience

- Reliable, organised, proactive, approachable.
- Interested in supporting students who find social engagement challenging.
- Able to prioritise tasks and ask for help when needed.
- Good communication skills with young people and the public. •

Location: 16 - 18 Arbury Court, Arbury, CB4 2JQ

Hours: The shop will be open 10am - 2pm on Tuesdays. We are seeking volunteers who can offer between 1.5 and 4 hours during this time. Volunteers can agree hours together to ensure there is full cover.

> Term time only - unless volunteer is happy to also offer support during school holidays.

Recruitment process:

Registered with

REGULATOR

Informal telephone call, application form and informal interview, DBS check, two references, induction and ongoing support with regular 1-1 reviews. Application deadline: Friday **18th August**

Red Balloon of the Air is part of Red Balloon Educational Trust

Willow Lodge, 37 High Street, Milton, Cambridge, CB24 6DF Tel: 01223 354338 • www.redballoonlearner.org • Email: admin@rbair.org.uk

Founder and President: Carrie Herbert MBE

Registered Charity No. 1109606. Company Registered in England and Wales No. 05385341

You can see our privacy statement, which explains what you can expect from us and how we collect and manage information about you, at

www.redballoonlearner.org. If you want to change the way we communicate with you please let us know.

