

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:

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**