



# Volunteer Role Profile

## Retail Shop Assistant

**New Life Wood** is an inspirational charity at the heart of the community in Basildon, and across South Essex. Our mission is to take lives and goods that others would discard, and provide the means to see those lives and goods renewed and become a valued part of our community. We work with adults from the local community who volunteer within the charity to help equip and support them back into paid employment, and to help bring about positive change in their lives. These include ex-offenders and those with a past history of mental health and drug and alcohol issues.

We aim to do this by means of a wood regeneration and recycling initiative - recycling lumber, reducing landfill, and restoring lives. Our impact is life-changing and helps protect our environment too.

Our ethos of care reflects our Christian values and principles and we consider our work as a practical expression of God's love for our local community.

### Tasks and responsibilities

- Placing goods on display for retail sale
- Pricing of goods for retail sale
- Ensuring that retail area is clean and tidy and an attractive place for our customers to be
- Providing advice on purchases and dealing with general customer enquiries
- Dealing with cash and debit / credit card transactions
- Carrying purchased goods to customers' vehicles where necessary
- Working with other volunteers and the site manager as required

### Benefits

- An opportunity to build confidence and social skills, and become part of a great team
- An opportunity to really make a difference in your local community

- Although the work can be labour intensive and physically demanding – its also hugely rewarding and a great way of keeping fit!
- You will gain valuable volunteer experience, and be provided with a reference upon request which can be beneficial to potential employers for employment opportunities

### **Key Skills and Requirements**

- No previous experience needed, although experience in a retail environment would be advantageous
- A willingness to deal with members of the public and a practical hands on approach will be required
- A willingness to get involved with some physical work, including lifting, fetching and carrying, and other tasks as required
- A confident, polite and approachable manner as you will be representing New Life Wood when members of the public visit our site
- An ability to work as part of a varied team

### **Training and Support**

- Full Health and Safety Training will be provided to help ensure your safety and equip you in this role
- An induction and welcome to the Charity will also be provided upon starting the role

### **Location**

Your volunteering role will be based at Wat Tyler Park, Pitsea, SS16 4UH

### **Hours**

- A minimum of **4 hrs per week**, various shifts available
- Between the hours of 9am – 5pm Monday to Friday, 10am – 3pm Saturday

### **To apply for this Role**

Contact Peter Hall at New Life Wood on 01268 211568 / 07904 150180 or email: [volunteering@newlifewood.org.uk](mailto:volunteering@newlifewood.org.uk)