

Volunteer Role Description

**Role:**

Retail Assistant

Department:

Retail

Site:RE:SOURCE Shop,
Launceston Road,
Bodmin**About us**

RE:SOURCE is a social enterprise which aims to help address the cause and effect of social exclusion in Cornwall. We do this through working towards the following four aims:

1. Supporting individuals,
2. Promoting community cohesion
3. Alleviating poverty; and
4. Encouraging environmental responsibility

We are a subsidiary of the UK's leading drug and alcohol charity Addaction and work with Addaction Service users, alongside the wider community.

What we do

RE:SOURCE collects, cleans, repairs, refurbishes and sells unwanted furniture. The items that we collect, which would have otherwise ended up in landfill, help us to make money to support our organisation's aims but also enables us to provide a real working environment for people in the local community to enjoy volunteering or gain work experience in a range of different roles.

In our stores you can find unique one-off pieces of furniture, the latest styles and trends, traditional wood pieces that have been built to last as well as bargain appliances, electrical goods and bikes! We offer an amazing variety of products at prices to suit every budget.

Purpose of the Retail Assistant role

To support the retail team in making sure the retail area is well laid out, well presented, clean and tidy. To ensure our customers enjoy a pleasant and efficient shopping experience which encourages them to come back and tell others about us.

Main tasks

All Volunteer Retail Assistants follow a progression route through the retail department. Starting off with merchandising and shop presentation you will acquire product knowledge to enable you to offer good customer service and progress towards making and processing sales.

What's in it for you?

Volunteering at RE:SOURCE will give you the opportunity to really make a difference to the local environment as part of a dedicated and diverse team. As a Retail Assistant you will develop your skills and confidence in a public facing role and get the opportunity to help a wide range of customers as well as receive training on the various aspects of retail.

In addition we offer:

- A safe, friendly and welcoming environment
- Assistance with travel expenses
- Discount on products from our Bodmin shop
- Access to employability support
- Provision of references in respect of your time volunteering

Why we want you

All RE:SOURCE volunteers make a valuable contribution to helping us achieve our goal to see an end to social exclusion in Cornwall. In the retail department our Retail Assistants help us at the final stage of the reuse cycle, making sure customers get to see and experience the best of what RE:SOURCE's shop has to offer.

Requirements

An interest in retail is key to this role and you will need to be comfortable in a public facing environment. RE:SOURCE will provide support and training to help you progress through the various aspects of presenting items, offering great customer service and eventually sales but previous retail and cash handling experience would be a bonus.

This role is likely to involve regular manual handling of large domestic appliances and bulky furniture.

This role will also involve regular contact with members of the public in person, so a high level of personal presentation is a must.

Volunteers needed Monday to Sunday

Contact Grant Jones, 01208 269296, grant.jones@myresource.org.uk