

Volunteer Retail Assistant

About Mencap

Mencap is the leading learning disability charity in England, Wales and Northern Ireland. We work with people with a learning disability and their families to challenge prejudice and change laws, and we directly support thousands of people to live their lives as they choose.

Our vision is a world where people with a learning disability are valued equally, listened to and included. Our challenge is to make this world a reality.

Volunteering with Mencap is YOUR opportunity to help us achieve this, whilst having the chance to develop your skills, meet new people and join a passionate and dedicated team.

About this team

Join our Retail team in Bury, Greater Manchester.

Profits from our stores will go to support people of all ages across England, Wales and Northern Ireland with a learning disability and their families.

You will be volunteering with our Store Manager, Store Assistant and Volunteer team with the aim of delivering excellent customer and donor service and running a profitable retail store.

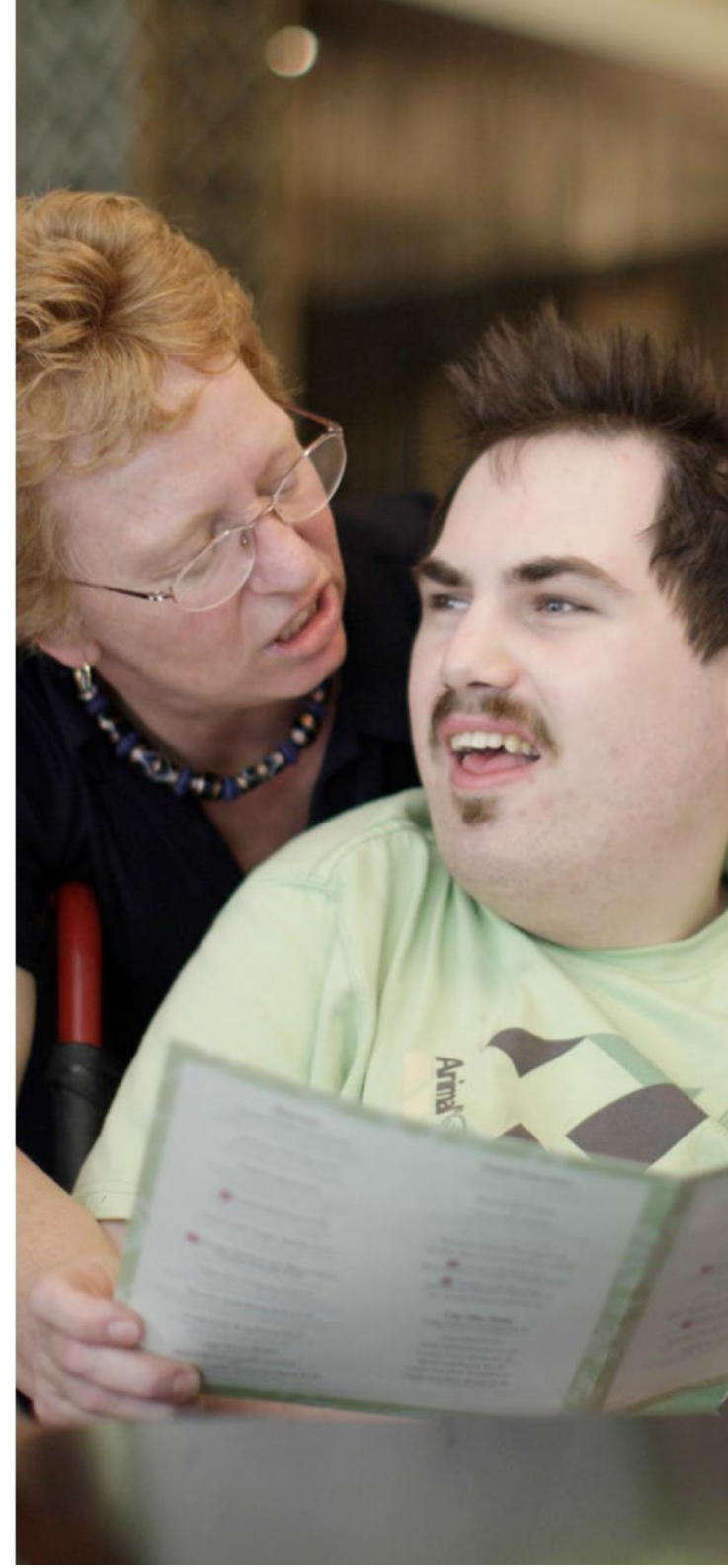


What will I be doing in this role?

- Providing excellent donor and customer service at all times
- Serving customers at the till
- Receiving donations from the public
- Signing up new Gift Aid donors
- Replenishing stock – ensuring our rails and shelves are well-stocked, visually appealing and tidy
- Stock preparation, including sorting, steaming and pricing

What skills do I need for this role?

- Friendly and approachable
- Reliable and patient
- Interested in others
- Able to use initiative and work autonomously
- An interest or experience working in retail/ fashion
- Willing to volunteer within guidelines and to take direction where necessary



What days and times do I need to be available?

The store will trade 7 days per week so volunteering opportunities exist between 9am and 6pm Monday to Saturday and between 10am and 4pm Sundays and Bank Holidays.

Flexible hours and shifts available on a weekly basis from as little as 4 hours per week.

What can I expect from Mencap?

- You will be trained in every aspect of your role and will receive an induction
- We will provide you with all the support you need to feel confident in your role
- You can benefit by developing your retail and customer service skills
- We will be happy to provide a reference regarding your experience gained with us.
- A settling in period to make sure this is the right role for you
- The opportunity to meet new people and be part of a diverse team
- The opportunity to learn new skills
- To feel appreciated and valued for my contribution



Last updated by BM – Feb 2016

Volunteering with Mencap

"Volunteering with Darren has given me so much. I've improved my confidence and well-being, I can see how much he gets out of the sessions each week. I'm so proud of him because he's worked so hard and is making a positive difference to his life."

Lisa (Volunteer Progression Mentor)

"People might think volunteering for Mencap involves directly supporting people with a learning disability, but we use the skills we already have and give something back in a practical way. Volunteering helps keep us active and feeling young."

Archie and Dave (Volunteer Handymen)

"I love volunteering and would recommend it to everyone. It's a great way to gain lots of experience, have fun and make friends. I also think I have made a lot of difference as a volunteer."

Lloyd (Events Volunteer & Programmes Team Support Volunteer)

Our Values

These values describe who we aspire to be and what we stand for:

INCLUSIVE

We are **Inclusive**. People with a learning disability are at the heart of everything we do.

TRUSTWORTHY

We are **Trustworthy**. When we promise something, we don't let people down.

Caring

We are **Caring**. We treat everyone with respect and kindness.

chALLENGING

We are **Challenging**. When we see things that aren't fair we will campaign until we see real change.

POSITIVE

We are **Positive**. We never stop believing in a better future and we celebrate what we are proud of now.

Does this sound like you?

If so, we'd love to hear from you – apply to volunteer with Mencap today!

