

## Volunteer Role Profile

<b>Role title</b>	<b>Store Assistant</b>
<b>Purpose of the role</b>	In this role you will supporting the Store Manager with the day to day running of the store. You will be making sure that customers are looked after and offered assistance where needed, and that the store is well stocked with great quality items for sale to help fund the vital services that NOAH provide to support homeless and vulnerable adults.
<b>What you will be doing</b>	<ul style="list-style-type: none"> <li>• Welcoming people to the store</li> <li>• Serving customers on the till</li> <li>• Helping customers find what they are looking for</li> <li>• Sorting, pricing and labelling stock</li> <li>• Steaming clothing</li> <li>• Helping to clean and tidy the store and stock</li> </ul>
<b>Skills, experience and qualities needed</b>	<p>You will have great communication skills and a friendly, calm manner. You will be able to work in a team alongside staff and other volunteers, and be reliable with good timekeeping. Any of the following would be great to also have:</p> <ul style="list-style-type: none"> <li>• Shop experience</li> <li>• Customer service experience</li> <li>• Basic arithmetic skills</li> </ul>
<b>When and where</b>	Our stores are in Luton town centre, High Town, and Lewsey Farm. Opening times are between 9.00 am and 5.00 pm, Monday to Saturday.
<b>Support offered</b>	<ul style="list-style-type: none"> <li>• You will be assigned a named staff member as a direct contact for any questions or queries you may have</li> <li>• Relevant training will be available such as using the till and manual handling</li> <li>• All travel and incidental expenses will be covered (as agreed in advance)</li> </ul>
<b>What you could get out of it</b>	<ul style="list-style-type: none"> <li>• Experience of working with a charity</li> <li>• Meeting new people</li> <li>• Additional skills experience</li> <li>• The satisfaction of knowing you have helped support someone that is either homeless or at risk of being homeless</li> </ul>
<b>Other relevant information</b>	
<b>What to do if you're interested</b>	Fill out a volunteer application form on our website or email <a href="mailto:volunteers@noahenterprise.org">volunteers@noahenterprise.org</a> and we will send you a form

**Roles may be flexible – please contact us if you have any questions**