

Role title	Store Assistant
Purpose of the role	To support the day-to-day running of NOAH retail stores by assisting staff in providing a welcoming, safe, and positive experience for customers. The role helps generate vital income to support NOAH's charitable services for people who are homeless or at risk of homelessness.
What you will be doing	<ul style="list-style-type: none"> • Welcoming customers and creating a friendly, inclusive atmosphere in the store • Serving customers at the till, under staff guidance and following procedures • Assisting customers to find items and answering basic queries • Sorting, pricing, tagging, and labelling donated stock • Steaming and preparing clothing for sale • Helping to keep the store, stock areas, and displays clean, tidy, and well organised • Following health and safety, manual handling, and safeguarding guidance at all times • Acting as a positive ambassador for NOAH
Skills, experience and qualities needed	<ul style="list-style-type: none"> • Friendly and approachable manner with good communication skills • Reliability and good timekeeping • Ability to work as part of a team alongside staff and other volunteers • Willingness to follow instructions and store procedures <p>The following are desirable but not essential, as training and support will be provided:</p> <ul style="list-style-type: none"> • Retail or shop experience • Customer service experience • Basic numeracy skills
When and where	<ul style="list-style-type: none"> • Volunteering takes place in NOAH stores located in Luton at High Town and Lewsey Farm. • Hertfordshire stores are located in Hitchin and Letchworth. • Store opening hours are generally between 9.00am and 5.00pm, Monday to Saturday <p>Volunteering times are flexible and agreed in advance. There is no requirement to commit to specific days or hours.</p>
Support offered	<ul style="list-style-type: none"> • A named staff member as the main point of contact for support and supervision • An induction covering NOAH's values, policies, and procedures • Training relevant to the role, including till use, customer service, health and safety, and manual handling • Ongoing guidance and opportunities for feedback

	<ul style="list-style-type: none"> Reasonable out-of-pocket expenses may be reimbursed in accordance with organisational policy.
What you could get out of it	<ul style="list-style-type: none"> Experience of volunteering within a retail and charity environment Opportunities to meet new people and be part of a supportive team Development of customer service, teamwork, and practical skills The satisfaction of contributing to services that support people who are homeless or at risk of homelessness
Other relevant information	<ul style="list-style-type: none"> Safeguarding and DBS Where legally eligible, this role may require a DBS check. Volunteers must follow safeguarding policies and procedures. Data Protection and Confidentiality Volunteers must comply with UK GDPR and organisational confidentiality requirements. Health and Safety Volunteers must follow health and safety procedures and take reasonable care for their own safety and others. Volunteer Status This volunteering role is undertaken on a voluntary basis and does not create an employment or worker relationship.
What to do if you're interested	<p>Fill out a volunteer application form on our website or email volunteers@noahenterprise.org and we will send you a form</p>

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