

Role of volunteer

Our retail stores play a vital role in generating funds to support our mission to provide practical, emotional, and spiritual support to transform lives. Guided by Christian values, to rebuild lives with compassion and promote wellbeing.

Volunteer requirements

As a Charity Retail volunteer, you will be a crucial part of our team, contributing to the success of the charity. Your responsibilities will include:

- **Sorting and Processing Donations:** Carefully sorting and processing donated items to ensure they are suitable for sale.
- **Customer Service:** Providing excellent customer service, assisting customers with their purchases, and answering any queries.
- **Visual Merchandising:** Creating attractive displays and maintaining a tidy and organized store environment.
- **Stock Management:** Managing stock levels, replenishing shelves, and preventing theft.
- **Cash Handling:** Handling cash and card payments accurately and responsibly.

Candidate requirements

- Excellent customer service skills
- Ability to work well as part of a team
- Attention to detail and organizational skills
- Enthusiasm and a positive attitude
- Physical fitness, as the role may involve lifting and carrying items
- Previous retail experience in all areas covered in the 'requirements' list
- To be reliable and punctual.
- Excellent organisational skills.
- Common sense and a responsible attitude.
- Good numeracy and literacy skills for completing record sheets and paperwork.

Work Attire

- Please wear appropriate footwear
- Smart casual clothing that is comfortable and well presented with good hygiene
- No shorts

Training

- MADM offers initial manual handling, safeguarding and fire safety training during induction
- Additional training provided when required