



Volunteer Role Description

Role Title: Petrock's Place volunteer

Main Purpose: To support the shop manager during opening hours.

Questions / Issues	Notes
<p>1. What will my role involve? List all tasks in order of priority, identifying any client/user group the volunteer will be asked to work with.</p>	<p>You will be in contact with the public but also with St Petrock's clients who are street homeless (rough sleeping) and those in temporary accommodation. Our clients are among the most vulnerable people in society.</p> <p>Your tasks will be to facilitate sales and smooth running of the circular fashion hub by following instructions from the Shop Manager. The tasks may involve:</p> <ul style="list-style-type: none"> - Serving customers (helping them to identify the item they wish to buy) - Taking payments / operate the till - Taking in donations and encouraging gift aid membership - Shop displays - Stock sorting safely - Stock preparation (ironing/ steaming, hanging, ticketing) - Helping with Circular fashion events - Promoting the shop and helping with social media presence - Occasional lifting with rearranging the shop - Helping to clean/ Hoover the premises
<p>2. When will I volunteer? Set times or flexible? Hours per week? Short or long term involvement?</p>	<p>We ask you to commit to a minimum of one three-hour session per week. This will be either morning or afternoon Tuesday – Saturday during the shop opening hours. We ask for a six-month commitment. The day of the week is negotiable.</p>
<p>3. Where will I volunteer?</p>	<p>You will be based at Petrock's Place at 19 Paris Street.</p>
<p>4. With whom will I volunteer?</p>	<p>You will be asked to work alongside volunteers of all ages and interact with paid members of staff, particularly the Shop Manager.</p>
<p>5. What support, supervision and training will I receive? Who will support / supervise the volunteer? What training, support and supervision will be needed?</p>	<p>The Shop Manager will provide you with an induction and introduction to health and safety training and will provide a quick debriefing at the end of the session. You will also be introduced to the charity's aims, elements of retail law, product safety, stock preparation, spotting valuable goods, health and safety and security.</p> <p>You will be expected to familiarise yourself with the policies and procedures provided in the Volunteer Handbook.</p> <p>You will receive regular supervision with the Shop Manager.</p>
<p>6. Breaks</p>	<p>Breaks can be taken as and when they are needed, provided they are approved by the Shop manager.</p>
<p>7. What does the role offer volunteers?</p>	<p>This role offers training and skills in running a pilot shop and circular fashion hub. It also offers improvement in communication skills in dealing with the public and a greater understanding of the issues surrounding and dangers of homelessness. You will be a valuable asset to the Shop Manager and be considered part of our team.</p>



Volunteer Specification

Role Title: Petrock's Place volunteer

Questions / Issues	Notes
1. What? What skills, experience, attitudes etc. are needed? What is needed to work with clients? Physical requirements? Qualities to cope with difficult aspects?	Be aware of issues around homelessness and support St Petrock's charitable aims. To offer a positive attitude and willingness to complete a variety of roles. To have good listening skills. Be interested in clothes, selling, vintage things. To sympathise with the aims of Petrock's Place. To work well within a team as well as on own initiative.
2. When? Minimum / maximum time commitment?	A minimum of three hours per week, which will be worked during shop opening hours (Tuesday – Saturday 10-4pm) for a minimum period of six months. It is important to be reliable and flexible.
3. Where? Access requirements?	Placement is at 19 Paris Street, EX1 2JB A willingness to use own transport or public transport is appreciated. No car parking is available.
4. With whom? What special requirements arise from working alone or in a team?	Willingness to work on own initiative and carry out tasks alone after briefing from the Shop Manager. Also requires good team skills to work alongside other volunteers.
5. Support, Supervision, Training? What is expected in terms of willingness to ask for support or attendance at supervision or training?	Support is always available from the shop manager. Supervision will be ongoing. If additional support is required, volunteers are encouraged to ask for it, so it can be tailored to their needs. You will be expected to familiarise yourself with the policies and procedures provided in the Volunteer Handbook. You will gain knowledge in the areas of: the charity's aims, retail law, product safety, stock preparation, spotting valuable goods, health and safety and security.
6. Expenses etc. What procedures must be followed in claiming expenses?	Reasonable travel expenses will be reimbursed on a session-by-session basis. Volunteers need to complete and sign a claim form for each payment, with receipts.