

Volunteer role description

Retail volunteer

Service:	Commercial
Location:	Mayfield Garden Centre, Weston
When:	One day per week (or part) Monday - Sunday
Commitment Required:	9.00-4.00 preferred but will consider part days.

We ask for a minimum commitment of 6 months due to training and rota.

Role Purpose:

Mayfield Garden centre prides itself on being supportive and welcoming place for all, with a varied and thriving retail shop attached. This role is key to supporting our daily operation including keeping our shop looking great, providing great customer experience and in turn driving profits which we can plough back into our charitable work.

Main Responsibilities:

- Greet and assist customers in a friendly, helpful manner.
- Provide information about Solent Mind and its initiatives.
- Signpost to the horticulture team for any specific questions or queries.
- Handle customer inquiries, complaints, or concerns, ensuring a positive experience.
- Operate the till, process payments, and provide change accurately.
- Accurately handle cash and electronic payments.
- Report sales and stock levels to the Shop Manager as needed.
- Assist in the pricing and display of goods, ensuring items are attractively arranged.
- Stock shelves ensuring items are well-organised and easy to browse.
- Promote sales and encourage donations to maximise revenue.
- Collaborate effectively with other team members and volunteers.

- Attend team meetings and provide feedback on shop operations and ideas for improvement.

Essential Requirements:

- Friendly, approachable, and customer-focused.
- Skills in managing your own health and wellbeing
- Ability to understand and communicate effectively
- Ability to help create a space of safeness
- Basic numeracy and literacy skills.
- Ability to handle cash and use a till system (training provided)
- Good organisational skills with an eye for detail.
- Ability to work effectively in a team and independently.
- Enthusiasm for supporting Solent Mind's purpose and objectives
- Demonstrate dependability on agreed role commitments, providing sufficient notice and open communication regarding any changes (e.g. your availability)
- Willingness to regularly attend team meetings and volunteer group supervision sessions.
- Willingness to complete training as required for the role (in person and online)

Desirable Requirements:

- Previous retail experience or volunteering experience in a charity shop.
- Knowledge of the charity sector or experience with fundraising.
- Basic knowledge of stock management.
- Ability to move and lift loads to help with stock movement

What's in it for you?

- Gain experience in a retail environment and use your customer service skills
- Meet different customers who come through the garden centre every day
- Be part of a thriving and friendly team
- Full training and development provided

Why we want you:

- Support Solent Mind in providing high quality mental health services
- Bring your own experience, perspectives and knowledge to help enrich our current retail offer



Additional Notes:

No DBS check is required for this role.

Due to the training we ask for a minimum commitment of 6 months for this volunteering role and a regular commitment.

As part of the selection process, you will be invited to Mayfield for an informal chat and see the shop in action.

For further information about this volunteer role please contact:

Volunteering@solentmind.org.uk

Role Created/Updated: Nov 24

Created By: MP