

Volunteer Vacancy

Charity Shop Retail Assistants



The Sussex Beacon is a national centre providing specialist care and support for men and women living with HIV and is one of only two centres in the UK providing such services.

An exciting opportunity has arisen to join our team of retail assistants at both our St James Street shop and George Street Shop. So if you have previous retail experience, can spare a few hours a week and would like the opportunity to volunteer for this unique charity, then we'd love to hear from you.

Role purpose:

- Serving all customers in a polite and friendly manner, writing down all items sold
- Operating an electronic cash register and PDQ machine
- Changing till roll and PDQ roll, when needed
- Re-stock shelves and working with 'stock rotation' system
- Manage stock and donations, price up and put stock on shelves in stock room, helping to keep store-room tidy.
- Keep 'serving counter' area clean and tidy at all times
- Clearing any rubbish as and when needed; including leaflets
- Attend shop staff meetings
- Washing of shop floor
- Close and open shop as and when deemed necessary
- Promoting the sales of raffle tickets and all other promotions as and when necessary

Qualifications and Experience

- Previous experience of working in retail or a charity shop desirable but not essential

Skills and Competencies:

- Excellent customer services skills
- Good communication skills
- Ability to work under pressure
- Able to deal tactfully but assertively with challenging customer behaviour
- Aware of the value of goods/clothes
- Able to maintain confidentiality
- Cash handling
- Punctual & reliable

In return, we offer:

- A unique working environment
- A friendly, supportive team
- Paid travel expenses
- Free meals and drinks

For further information including an application pack please see our website, www.sussexbeacon.org.uk or call 01273 645696.