



Volunteer Role Description

Title:	Retail Assistant
Responsible to:	Shop Manager
Expected Commitment:	Flexible
Location:	Rothley and Shepshed

About Us:

Vista changes lives. We are the leading charity working with children and adults with sight loss in Leicester, Leicestershire and Rutland.

Would you like to gain experience in the charity retail sector?

Your gift of time, skills and experience will help us to raise vital funds for Vista, a local charity providing services for children and adults with sight loss in Leicester, Leicestershire and Rutland.

Primary Objectives:

Vista's friendly and inspiring charity shop team is looking for enthusiastic and reliable volunteers to help maximise sales which fund our services.

Key activities:

- Engaging with customers, supporters and donors
- Sorting through donated items
- Preparing items for sale
- Replenishing stock on the shop floor
- Ensuring the shop is clean and presentable

- Operating the till (optional)

Qualities and skills we are looking for:

- Reliable and punctual
- Enthusiasm and the willingness to learn
- Proactive in promoting the work of the charity
- The ability to work as part of a team
- Good communication skills and customer services
- Good sense of humour essential

Support provided for you:

- You will have access to training provided at Vista's Head Office
- Regular newsletters, updates and news from Vista
- Other training as identified
- Reimbursement of out of pocket expenses such as mileage or public transport costs
- Training on products and services offered by Vista

We hope that by becoming a volunteer you:

- Increase your own self confidence
- Meet new and interesting people
- Learn new skills that could be helpful for future employment opportunities or further learning
- Have fun!

Health & Safety:

All volunteers will be expected to:

- Ensure that they comply with Vista's Health & Safety policy at all times

- Take reasonable care for the Health & Safety of themselves and others whom may be affected by their acts or omissions whilst volunteering.

Equality, Diversity and Rights:

Vista is committed to improving the quality of its services to all people, irrespective of race/ethnicity, disability, gender, religion or belief, age or sexual orientation. Our objective is to deliver high quality services that are accessible, responsive, and appropriate to meet the diverse needs of different groups and individuals. As such, we will continue to ensure that staff and volunteers employed by Vista treat every person with dignity, respect and fairness.

This volunteering opportunity may be subject to a DBS check and sets out the duties of the role at the time when it was drawn up. Such duties may vary from time to time without changing the general climate or level of responsibility entailed.

Next steps:

If you are interested in applying, the next step is to complete our volunteer application form. Please download our application form and return to **Vista, Provincial House, 37 New Walk, Leicester, LE1 6TE**, or email info@vistablind.org.uk.

Alternatively, to request a form please email [**volunteering@vistablind.org.uk**](mailto:volunteering@vistablind.org.uk) or call **0116 249 8843** to have one posted.

You can call our **Rothley Shop on 0116 2374430**, or our **Shepshed Shop on 01509 504827** for an informal chat about this role.