

# Shelter

The housing and homelessness charity



## **Community Action Project**

Shelter Store Assistant

## **Community Action Partner**

Shelter Trust Ltd

**Aim:** Shelters slogan is 'Until there's a home for everyone'. Shelter aims to help homeless people having difficulty with their accommodation and to provide one of the three essential needs of human's affordable clothing and shoes. This shop will aim to raise funds and awareness for Shelters cause in the local community. Shelter aims to be one of the main UK charities people go to for advice and essential needs.

**Role:** The role for volunteers includes; working with the public as a sales assistant, organising the books and music sections, and keeping the shop clean and tidy. As with any retailer, great emphasis is placed on the ability to display new and donated items attractively, and so the role offers a unique opportunity to be creative and to market goods to best effect. The shop is a customer focused environment. Behind the scenes, the volunteers will be emptying black bags of donated clothes and bric-a-brac, this will go through a process of sorting out unsaleable items for recycling and the saleable items for selling. The procedure for saleable items includes; hanging of garments, steaming to remove creases for the item, tagging and cubing. The unsaleable items will be bagged and stored ready for recycling. Volunteers also ensure the items on the shop floor look presentable at all times, hung correctly on railings, stocking shelves, assist customers, change display items, and do general household duties. The ideal volunteer would enjoy engaging with people, be presentable, articulate, flexible, hardworking, and be committed.

**Training:** Training and induction will involve health and safety, using the steamer and steaming clothes, tagging dispensers, stocking shop floor, ensuring all equipment is safe to use, sorting items, cleaning, displays and customer service. Supervision is given by the store manager, assistant manager, and Sunday supervisor.

**Location:** Egham Store (on Egham High Street, within walking distance).

**Times:** The hours are flexible between 9am-5pm, Monday through to Sunday, starting from a minimum of two hours and increasing accordingly.

**CRB:** No CRB is required.

**Application:** All volunteers must be [registered](#) as Community Action volunteers.

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