**Volunteer Charity Shop Customer Service Assistant**Gain skills and help raise vital funds by volunteering in your local community.

**Minimum time commitment:** 3 hours per week **Volunteering at Vision Foundation**We at the Vision Foundation believe passionately that people living with sight loss should have the same opportunities as anyone else. We strive to ensure London is a city that works for everyone and that avoidable sight loss is prevented. The coronavirus crisis has affected all of us, but we are not affected equally. For blind and partially sighted people - an already isolated, disadvantaged and socially excluded group - the effects have been amplified.

The Vision Foundation is a sector leader in London standing up for the rights and freedoms of people living with sight loss. The charity funds organisations providing front-line projects and services across the capital, and works collaboratively through researching, building capacity, funding and investing, and advocacy. Perhaps unusual for a foundation, we raise funds for our grantmaking and support through an energetic fundraising team and a small but important retail operation. This role will work with and alongside fundraising and retail to ensure we maximise the income for the charity, to enable us to give as much as we can to benefit blind and partially sighted Londoners.

As a shop volunteer you’ll help us raise vital funds for our work. You’ll make a real difference to people living with sight and their families at a time of need.  
  
We particularly welcome applications from people living with sight loss. Equality and inclusion are at the heart of our mission. We are committed to creating a diverse and inclusive environment.

**About your role**

This role is based mainly on the shop floor welcoming and interacting with customers, offering help with any questions they have and serving them on the till. Training on the till will be given so that you can provide excellent service to our loyal customers ensuring they have a great experience in store.

As well as selling items at the till point you may be asked from time to time to help with other tasks such as sorting donations and rotating stock.

**Where and when**

You will be based at one of our seven charity shops across London. We’d love your help for as little as three hours a week, but if you can give more time that would help us even more. Chat to us about the hours and days that suit you.

**Skills needed**

You don’t need special skills or experience to volunteer, just a positive attitude and a friendly approach to chatting with other people. We welcome anyone who is interested in charity shops, passionate about sight loss, wants to learn something new, or is keen to meet people.

**Skills you’ll gain**

* Customer service
* Till operation skills
* Retail sales floor skills and merchandising
* Stock management
* Health and safety
* Teamwork
* Communication skills
* Valuable experience for your CV
* Experience in a disability charity

**Support you’ll get**

* Volunteer induction into Vision Foundation
* Relevant training to do your role efficiently and safely
* One to one support and regular catch ups with your manager
* Agreed out of pocket expenses (if you have any)
* Reasonable adjustments to make the role accessible to you
* A work-related reference for you

**Safeguarding**

Safeguarding is everyone’s responsibility. Vision Foundation is committed to safeguarding and promoting the welfare and wellbeing of children and adults at risk, whether receiving services or being staff or volunteers. It expects all trustees, staff and volunteers to share this commitment.