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

**Minimum time commitment:** 3 hours per week

**About your role**

Are you enthusiastic and engaging? Do you love meeting new people? Are you interested in learning more about the charity sector, and passionate about making a real difference to people’s daily lives? If so, the Vision Foundation is waiting to hear from you.

We are looking for friendly and energetic volunteers to join our growing retail team. Based in one of our seven charity shops across London, you will play a significant role in providing high quality customer service. From welcoming and interacting with customers on the shop floor to checking out at the tills, you will create a positive and enjoyable shopping experience for our community.

You will also have the opportunity to experience work behind the scenes; sorting through donated items and ensuring the shop is suitably stocked. This is a great way to gain valuable retail experience and develop strong teamwork and communication skills.

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

We particularly welcome anyone who is passionate about sight loss, or who has lived experience of visual impairment.

**Where and when**

You will be based at one of our seven charity shops across London. Supporting us for as little as three hours a week would have a huge impact on our work, but if you can spare more time that would help us even more. Let us know what hours and days suit you!

**Skills you’ll gain**

* Hands-on experience creating a top-quality customer experience.
* Operating a retail till system.
* Experience of working on a bustling shop floor; selling merchandise and completing day-to-day retail tasks.
* Stock management.
* Health and safety.
* Working as part of a team.
* Strong verbal communication skills.
* 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.

**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.

You can read more about our charity and the work we do here:

<https://www.visionfoundation.org.uk/about-us/>