



Volunteer Role Description

- Role Title:** Volunteer Shop Assistant
- Responsible for:** Assisting with the day to day running of The Norwich Swap Shop
- Accountable to:** Shop Manager
- Main Purpose:** To support the work of the clothes swap & loan shop in Castle Quarter Norwich, including support to young people on work experience placements

New-U is a charity with the primary aim to offer work experience opportunities to young people furthest from the labour market, via work placements in the shop in Castle Quarter, Norwich.

Main Duties:

- Provide a high level of customer service to customers in the shop
- To assist the shop staff and customers to follow swap and loan processes
- Help keep the shop clean and attractive to patrons
- To ensure that standards of security, health and safety are met
- Help the shop staff to maintain accurate and up to date records, paper and electronic
- Tasks will include; serving customers, allocating points, steaming, re-stocking rails, advising customers and creating visual displays
- On occasions, volunteers may be asked to support young people on work placements to complete their daily tasks

Attributes we are looking for in a volunteer:

- The ability to relate to people of different ages/backgrounds and gain their trust
- Tact, patience and understanding
- A non-judgemental attitude
- The ability to work in a team and also use your own initiative
- Good time management and organisation skills

- Basic IT skills
- A supportive attitude towards health and wellbeing

Benefits of volunteering with New-U:

- You will become part of the unique and innovative concept of swapping not shopping
- Your time will allow us to support more young people on work experience placement
- Your input will keep our shop thriving and enable us to continue to run events for the wider community
- You will gain/extend experience in a retail environment
- Your knowledge of the challenges facing unemployed young people will grow
- We welcome the knowledge, skills and experience you will bring
- 50% points discount on swap items on the days that you volunteer for New-U, applicable after 20 volunteering hours completed. Must be redeemed on date of volunteering.

All prospective volunteers will be invited to a trial session prior to signing a volunteer agreement.

July 21