



Shop Volunteer Volunteer Role Description

Throughout the year we're fundraising to help people with MS right now with services and support. And to give hope for the future through our ground breaking research programme that aims to stop MS altogether.

As our Shop Volunteer you'll make sure our customers have a positive shopping experience, collect donations and help the rest of the team with the day to day running of the shop. You'll welcome customers, help them with purchases and use our till systems to handle payments.

In this role you'll develop your organisation, team working and customer service skills.

Most importantly you'll be helping raise funds to support people to live well with MS.

What the role involves

This role may vary depending on needs, but is likely to include:

- Welcoming customers and assisting them with purchases
- Receiving and processing money when goods are sold
- Pricing and sorting donations and other goods for sale in line with stock control processes

We can support you to develop the skills you need for this role, including an induction into all the areas outlined. You will have a chance to discuss your role and any additional needs with us.

What you need for this role

Essential

- Confident using Microsoft Office, the internet and email
- Able to apply disability, equality and inclusion practices
- Able to understand and apply our risk management system
- Able to keep people's personal data safe
- Friendly and welcoming manner

Desirable

Together, we are strong enough to stop MS.

Multiple Sclerosis Society. Registered charity numbers 1139257/SC041990. Registered as a limited company in England and Wales 07451571.

- Committed to our values
- Experience of handling money, preferably in a retail setting
- Able to understand and follow external and internal policies and procedures
- Enjoy being part of a team

In order to volunteer in this role you will need to:

- Read through your welcome and induction checklist

Additional information about our Volunteering programme:

When you volunteer with us, you join our powerful community of people living with MS, scientists, campaigners, listeners, organisers, ambassadors and fundraisers.

Our Volunteering Programme holds the prestigious Investing in Volunteers (iV) accreditation. This award recognises our dedication to ensuring all volunteers have an excellent experience – from when we recruit you, through supporting you to develop skills and experience, to recognising your achievements.

Our shared commitments help keep our Volunteering Programme enjoyable, meaningful and safe for everyone.

Download [Our Commitments](#) here.