



# Lead Shop Volunteer

## Volunteer Role Description

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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. Our MS Society shops are a vital source of support to help us stop MS.

As our Lead Shop Volunteer, you'll support the Store Manager and oversee a team of local Shop Volunteers to make sure our customers have a positive shopping experience. Our Shop Volunteers get involved in lots of different ways: making our windows displays look great, collecting donations and, as part of a team, helping with the day-to-day running of the shop. By using your ability to motivate and support, you will lead the team, supporting them to develop their skills and get involved in different tasks, such as welcoming customers, helping them with purchases, preparing items for sale, and using our till systems to handle payments.

In this role you'll develop your leadership, communication, organisation and team working 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 and is likely to include:

- Overseeing a team of around 3 Shop Volunteers each shift, ensuring they understand their tasks for the day and feel supported in their role
- Resolving any queries or issues that Shop Volunteers might have and reporting back to the shop manager
- Encouraging volunteers to learn and develop new skills in their role
- Supporting the Shop Manager in their tasks, such as opening and closing the store
- Being part of the team and undertaking day-to-day shop tasks, such as: welcoming customers, receiving and processing money when goods are sold, and pricing and sorting donations and other goods for sale in line with stock control processes

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

## What you need for this role

### Essential

- Friendly and welcoming manner
- Able to enthuse and motivate other volunteers in their roles
- Able to communicate well and as part of a team
- Willing to understand and follow external and internal policies and procedures
- Committed to our values

### Desirable

- Team leadership skills
- Experience of handling money, preferably in a retail setting
- Awareness of high-end brands

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

- Complete the Welcome and Induction Checklist in the back of your [Welcome Pack](#) (opens in new window).
- Complete the training listed below:

<b>Must do training</b>	<b>Role specific training</b>
Data protection eLearning	Induction with your volunteer point of contact

### Sources of support

We will ensure that whilst volunteering with us you will have access to all the support you need to feel comfortable, confident with what you are doing, and able to achieve the most impact through your time with us.

In your role you will be supported by a Shop Manager. If your Shop Manager isn't able to help, your Regional Area Manager is the key staff contact.

The Supporter Care Team is your point of contact for queries other MS Society departments. They can signpost you to the right person: [supportercare@mssociety.org.uk](mailto:supportercare@mssociety.org.uk)

Other staff who can support you are listed on our volunteer website:  
[volunteers.mssociety.org.uk/volunteering-with-us/staff-support](https://volunteers.mssociety.org.uk/volunteering-with-us/staff-support)

Our **Volunteers Website** offers guidance on the practices and procedure you should follow: [volunteers.mssociety.org.uk](https://volunteers.mssociety.org.uk)

## 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 shared commitments help keep our volunteering programme enjoyable, meaningful and safe for everyone.

Download [Our Commitments](#) here.

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**Together, we are strong enough to stop MS.**

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