



## 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 Shop Volunteer, you're at the heart of making sure our customers have a positive shopping experience. There's lots of ways of getting involved: making our window displays look great, welcoming customers, helping them with purchases, collecting donations, preparing items for sale, using our till systems to handle payments and, as part of a team, generally helping with the day-to-day running of the shop.

In this varied 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 and 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
- Helping with visual merchandising for our shop windows
- Supporting housekeeping, such as stock management and tidying

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.

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**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.

## What you need for this role

### Essential

- Friendly and welcoming manner
- Enjoy being part of a team
- Willing to understand and follow external and internal policies and procedures
- Committed to our values

### Desirable

- 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>Role specific training</b>
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 this role you will be supported by a Shop Manager and/or a Lead Shop Volunteer. This could be a member of staff, or one or several volunteers leading on the management and upkeep of the shop.

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.