

In respect of the spreadsheet with funds spent, I just wondered if Claire (fundraiser) could just add a short narrative next to the expenditure when it's a bed or white item just to give us a perspective on why it was required, just four or five words, nothing detailed or confidential.

I also understand the last accounts still had some queries over additional monies raised at the lunch that appear to have been deposited into the wrong account but I'm also aware Claire is sorting this. If she can let Elaine know when it's all sorted I would be grateful.



Role Profile

Volunteer Role:	Retail Volunteer			
Grade:	Volunteer			
Hours:	Minimum 1 x 4 hour shift per week Monday - Saturday			
Location:	Thanet			
Responsible to:	Charity Shop Manager			
Responsible for:	N/A			
Committed	Curiosity	Connected	Collaborative	Compassionate

Background

Oasis is a passionate and ambitious organisation committed to tackling the causes and consequences of domestic abuse on families. We are known in Kent & Medway for our dedicated, independent services that have been supporting the cause with a local focus for many years.

Overall:

We provide an efficient service for families affected by domestic violence and abuse across Kent & Medway. These families and individuals will have a range of needs, and our client support work is needs-led, risk-focused & trauma-informed with a focus on developing individual resilience. We work with clients in a range of settings. We include volunteers at every level of the organisation and work with them to add value to the services that we offer.

Competency

Oasis supports Volunteers through the Individual Development Plan, a framework to provide ongoing support and development to volunteers. All staff are expected to engage with personal learning through the use of this framework. A summary is attached at the end of this role

description.

Purpose of the role

Our boutique charity shop in Margate provides vital funds that creates lasting change for clients of Oasis Domestic Abuse Service.

Retail Volunteer - Kent

Retail Volunteers for Oasis are responsible for working on the shop floor and in the back office at our Charity Shop. This includes welcoming customers when they arrive, sorting and pricing new donations, ensuring the shop floor is clear of clutter clean and available to customers and working on the till, taking payment for items. Some clients are given vouchers to spend at the shop and may need support, without judgement, when looking for specific items.

Because of the nature of Oasis' work at DBS will be required for this role.

Key Responsibilities

1. Provide an excellent level of customer service to visitors to the shop.
2. Sorting of donations including steaming, hanging and pricing.
3. Ensuring the shop floor is organized and ready for customers, returning items to their correct location.
4. Creating window displays.
5. General tidying and cleaning of the shop.
6. Create a fantastic environment for customers.

Other Duties

7. Engage in ongoing training as required.
8. Contribute ideas to help the shop continue to develop and increase revenue.
9. Liaison with the Charity Shop Manager around availability and shop hours.
10. Work within the policies as set out by Oasis.
11. Take on other reasonable tasks as identified by the Charity Shop Manager.

Review arrangements

The details contained in the role specification reflect the content of the job at the date the document was prepared. It should be remembered, however, that it is inevitable that over time the nature of individual jobs will change; existing duties may be lost and other duties may be gained without changing the general character of the duties or the level of responsibility entailed. Consequently, we expect to revise this role specification from time to time and consult with the postholder at the appropriate time.

Oasis Domestic Abuse Service is committed to safeguarding and promoting the welfare of children; applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service.

Person Specification	Essential	Desirable
1. Experience		
Retail experience is not necessary but always welcome.		X
Experience in a customer facing role.		X
2. Knowledge & Qualifications		
Open to learning and willing to follow Oasis' policies		
An interest in fashion and knowledge of a range of brands		
Basic numeracy skills		
3. Capabilities & skills		
Team Player		
Able to be an Ambassador for Oasis		
Someone who likes to organize		
A creative flair		
Good communication skills and able to interact positively with a range of people		

A non-judgemental approach to interacting with people.		
4. Emotional intelligence		
Self Awareness: recognizing own emotions, strengths, and limits, being self-confident	Y	
Self Regulation: having self-control, honesty, accountability, flexibility, and being welcoming of new ideas.	Y	
Motivation: drive to achieve the best outcome, ability to align with the values and goals of the organization, opportunistic, persistent	Y	
Empathy: understanding others, developing others, client focus, cultivating diversity, able to read and work within group/ team dynamics.	Y	
Social skills: able to influence and convince through adult communication, and inspiring messages, able to drive change, nurturing instrumental relationships, work together on shared goals, and able to create group synergy.	Y	
5. Other		
Candidates must be willing to undergo an Enhanced Disclosure & Barring Service check	Y	
Evidence of qualifications listed on the application form	Y	
Full driving license and access to use of own vehicle (subject to the provisions of the Disability Discrimination Act 1995).	Y	

(1) Making a positive impact/ (2) Working effectively with others/ (3) Communication / Continual improvement/ (4) Planning and delivery of task/ (5) Motivational leadership	Personal Skills determine how we manage ourselves	Self-awareness knowing one's internal states, preferences, resources and intuitions	Emotional Awareness	Recognising one's emotions and their effects
			Accurate Self-Assessment	Knowing one's strengths and limits
			Self-confidence	A strong sense of one's self worth and capabilities
		Self-regulation managing one's internal states, impulses and resources	Self-Control	Keeping disruptive emotions and impulse in check
			Trustworthiness	Maintaining standards of honesty and integrity
			Conscientiousness	Taking responsibility for personal performance
			Adaptability	Flexibility in handling change
			Innovation	Being comfortable with novel ideas, approaches and new information
		Motivation emotional tendencies that guide or facilitate reaching goals	Drive	Striving to improve or meet a standard excellence
			Commitment	Aligning with the goals of the organisation
			Initiative	Readiness to act on opportunities
			Optimism	Persistence in pursuing goals despite obstacles and setbacks
	Social Skills determine how we handle relationships	Empathy awareness of others' feelings, needs and concerns	Understanding Others	Sensing others' feelings and perspectives, and taking an active interest in their concerns
			Developing Others	Sensing others' development needs and bolstering their abilities
			Task Focus	Anticipating, recognising and meeting client needs
			Cultivating Diversity	Cultivating opportunities through different kinds of people
			Political Awareness	Reading a group's emotional currents and power relationships
		Social Skills adeptness at inducing desirable responses in others	Influence	Wielding effective tactics for persuasion
			Communication	Listening openly and sending convincing messages
			Conflict Management	Negotiating and resolving disagreements
			Leadership	Inspiring and guiding individuals and groups
			Change Catalyst	Initiating or managing change
			Building Bonds	Nurturing instrumental relationships
			Collaboration & Cooperation	Working with others towards shared goals
			Team Capabilities	Creating group synergy in pursuing collective goals

