



Working to end violence and abuse.

## Role Profile

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

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

A non-judgemental approach to interacting with people.		Y
<b>4. Emotional intelligence</b>		
<b>Self Awareness:</b> recognizing own emotions, strengths, and limits, being self-confident	Y	
<b>Self Regulation:</b> having self-control, honesty, accountability, flexibility, and being welcoming of new ideas.	Y	
<b>Motivation:</b> drive to achieve the best outcome, ability to align with the values and goals of the organization, opportunistic, persistent	Y	
<b>Empathy:</b> understanding others, developing others, client focus, cultivating diversity, able to read and work within group/ team dynamics.	Y	
<b>Social skills:</b> 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	
<b>5. Other</b>		
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**

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

