

Our Mission

The Centre works with homeless young people, badly housed families, refugees, asylum seekers and migrants; helping them to obtain employment and break out of the cycle of homelessness and exclusion.

The Charity Shop

As well as being an important source of revenue for the Centre, the shop is the public face of the Cardinal Hume Centre to the residents and workers of Westminster. Members of the public and supporters of the Centre can visit the shop to buy a range of items that have been donated. It can be a very busy environment and there are lots of regular customers. We usually sell books, clothes, records, CDs, bric-a-brac and ornaments. At Christmas, the shop sells charity Christmas cards. The shop has a clean, bright atmosphere with quality goods on sale.

Summary of role

This is a customer service role encompassing all areas of retail.

How does this role make a difference?

You will be part of the fundraising team, raising funds to support the work of the Cardinal Hume Centre. Last year sales from the Charity Shop raised £47,000!

What will you be doing?

Flexibility will be given where possible, but in general, volunteers will be expected to undertake the following tasks as part of this role:

- Customer service on the till
- Greeting the customers and helping the customers
- Promoting Gift Aid and the events of the Centre
- Replenishing the stock on the shop floor
- Sorting donations
- Merchandising the stock and displaying accordingly
- Housekeeping on the shop floor and in the stock room.

What are we looking for?

No special qualifications or experience are needed to work in the shop, as relevant training will be given. Smart casual clothes and closed shoes (for safety reasons) are required. The following qualities and skills are important:

- An interest in the shop, and an enthusiasm for raising money through its work
- Good spoken English needed – at least Entry Level 3

- The ability to work as part of a team and get on with other volunteers in the shop
- Be able to provide a friendly, high-quality service to customers
- A commitment to equal opportunities and to treating all individuals who visit or work in the shop with dignity and respect
- A willingness to help with a range of tasks in the shop, and to undertake tasks as requested
- Reliability
- Punctuality
- Physical fitness - enough to be able to lift bags and boxes and to comfortably use the stairs between the shop floor to the stock room
- An ability to engage customers in the work of the Centre and its services.

What is the time commitment?

Volunteers need to commit to a minimum of either one full day (10am – 4pm) or two half days, for a period of at least 4 months. The morning shift hours are 10 – 2pm, the afternoon shift is 12 – 4pm. The shop opening hours are 10am – 4pm, Monday – Friday.

How will you be supported?

- You will be supported and trained in all areas of retail and customer service by the Charity Shop Manager
- You will receive a Centre induction (1 hour)
- You will be reimbursed for reasonable and agreed 'out-of-pocket' expenses such as travel and also lunch if working a full day.
- For volunteers who stay for more than three months, we are happy to provide a reference.

What is the recruitment procedure?

Application form> Informal interview> two reference checks> 1 month trial period

Contact Information

Volunteering Team – Flora Swartland and Emily Hynes

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020 7222 1602

Enquiry: volunteering@cardinalhumecentre.org.uk

Web: www.cardinalhumecentre.org.uk

You Tube: <https://www.youtube.com/watch?v=ZC1TpjgasgQ>