

## CAPE Charity Shop Volunteer – Acton, London

### About CAPE

Community Activities Project Ealing (CAPE) was founded 20 years ago, to meet the needs of individuals living with mental health needs in the local community. Our founding service was a safe place in the form of a Café where people could meet and take up peer support. This service continues to this day. However, over the years we have recognised that we are working with a wide range of needs that have an impact on an individual's mental health and wellbeing, so we have developed and continue to develop a suite of services, voluntary and training positions to respond to a wide range of needs. We focus on the individual not just the diagnosis, which encourages us to recognise that each person is different and has complex needs and so our response needs to be multi-layered.

### Role outline and the difference you will make

We are looking for a passionate and dedicated people to join the team in our busy charity shop in Acton West London. CAPE Charity Shop currently operates 6 days a week, although we are exploring opening on a Sunday.

You will learn alongside the professional staff, and volunteers learning essential retail skills. Our shop volunteers are the first point of contact for customers when they enter our shop. You will be a welcome greeting for all customers helping and ultimately helping increase donations.

### We can support skills training and confidence in the following: -

- Customer service, till and cash handling
- Merchandising and window displays
- IT assistance
- Shop promotions and events
- Processing stock, including new goods, donated clothing and bric-a-brac.
- Experience working in a busy environment
- Leadership skills
- Experience in communicating with people from diverse backgrounds and needs.
- lunch expenses reimbursed where appropriate.
- Monthly supervision by a professional

### Core tasks and what you will achieve

- Greet customers with a warm welcome when they come into the shop, and offer to assist them
- Serve customers in the shop using the till, taking money, and wrapping goods
- Help and advise customers when needed
- Ensure that the shop is clean and tidy always, and that goods are displayed neatly
- Sort and price clothes, books, and any other goods that you are trained to do
- Sort through donations that are brought into the shop

- Check stocks of CAPE's goods and accessories, and replenish when necessary
  - Assist with window displays which promote the goods in the shop, as well as CAPE events
  - Accept donations, and promote Gift Aid to those that have brought them in
  - Undertake training as required by the CAPE Shops Ltd
  - Steam any clothing donations to make them presentable to sell
  - Changing old stock for new
- We welcome interests in:
  - Fashion and jewellery
  - Books and media, maybe an interest in first or old editions
  - Events and fundraising

### **The skills, experience and interests we are looking for**

- A desire to learn skills and gain experience in the retail field that will support you in the future.
- Sensitive to the needs of others and working with people from diverse backgrounds
- Passionate about retail
- Flexibility and an ability to undertake a range of tasks
- Ability to follow guidance but also take the initiative when required
- Enthusiasm, patience and respect for others
- Reliable, adhering to the agreed days and times.
- An understanding of the importance of confidentiality and maintaining boundaries
- An interest in Fashion and jewellery
- An interest in Books and media, maybe an interest in first or old editions
- An interest in Events and fundraising

### **Additional information**

All CAPE volunteers are asked to:

- Comply with CAPE policies including health and safety, data protection and code of conduct at all times
- To maintain the privacy and confidentiality of all accessible information about members and the organisation
- Be positive, productive and have the passion to learn

Some of the reasons you may be applying for this trainee position might be

I'm interested in meeting new people

To make myself more employable

Sharing my skills and experience to help others

Give something back in my community

I want to develop new skills

To keep myself busy

Something enjoyable to do with my time

To help me in my journey to recovery

**Time Commitment:**

Flexible 6 days per week Mon-Saturday.

**Locations:**

CAPE Community Activities Projects Ealing  
239 a/b High Street

Acton

London

W3 9BY

How to apply

To apply for the role please either [download our application form](#) and return by email, or follow the link to apply at the bottom of this page. If you need a printed copy, please contact us and we will be happy to arrange this.

Once we receive your application we will acknowledge receipt and explain the next steps to you.

For more information contact our Charity Shop Volunteer position please call 020 8896 2552 or email [volunteers@capeproject.org.uk](mailto:volunteers@capeproject.org.uk)