



## Volunteer Role Description

### Retail Volunteer

#### About Devon Air Ambulance

Devon Air Ambulance Trust is the charity that raises the funds to keep Devon's two air ambulances flying. In addition to this, in March 2020 we introduced two rapid response Critical Care Cars to our fleet of emergency vehicles.

Accidents and illness happen and, when they do, patients whatever their age, circumstance or location, need specialist treatment fast. The speed with which our air ambulance doctors and paramedics can reach a patient is crucial in helping to achieve a successful outcome. This enables them to identify their time-critical needs and provide specialist life-saving treatments and interventions to slow, halt or even reverse the effects of a life-threatening condition.

#### About this volunteer role

We currently have 20 charity shops in Barnstaple (Community Hub & Media) Bideford, Budleigh Salterton, Dartmouth, Exeter (Cowick St & Heavitree), Exmouth, Honiton, Kingsbridge, Newton Abbot, Okehampton, Plymouth, Sidmouth, South Molton, Tavistock, Topsham (x2) Torquay and Totnes. We sell clothes, bric-a-brac, books, DVDs, and other preloved items. We also have an Online and Ebay shop.

Retail volunteers are crucial in helping us create a welcoming, friendly, and accessible shopping experience; a great place for shoppers and donors to visit time and time again, and of course, help to generate vital funds.

#### What will I be doing?

- Designing eye-catching shop and window displays
- Preparing donations for sale and quality control
- Stock control, rotation, and sorting
- Operating the till and dealing with various methods of payment
- Gift aid
- Photography
- Online listing and distribution (e-commerce)
- Maintaining a tidy, clean, and safe shopping/working environment
- Helping with events and projects

#### When can I volunteer?

This is a flexible role to fit with your lifestyle and around other commitments. Whether you can offer one hour or one day, your time and support are hugely valuable. Our retail operating hours vary but are most 9-5pm Monday to Saturday with some shops opening on Sundays and Bank Holidays.

### What are we looking for?

- A friendly and approachable manner
- Reliability
- A willingness to learn, undertake training, and take direction
- Ability to work on your own or as part of a team
- A desire to help people
- Be respectful and understanding of others

No experience is necessary as full training, and an induction will be given. Don't forget to share your interests and future aspirations so we can try and match you to the most suitable tasks! It's very handy to have someone on the team who can spot an antique, repair jewellery or a social media guru so do highlight your passions, skills, and life experiences during your induction.

### What we can offer you

- A warm and friendly team of likeminded people
- The chance to develop your confidence and interpersonal skills
- The opportunity to gain invaluable retail experience to add to your CV and develop new skills
- The chance to obtain an NVQ in Retail or Customer Service if you wish
- Reasonable adjustments to make the role accessible for you
- 20% discount on donated goods\*
- Reasonable out of pocket expenses in line with our guidance

Volunteering is a great way to meet new people, socialise and contribute to a cause you care about whilst developing new skills.

Your shop manager and assistant manager will be available to give advice and assist you during your time spent in the shop. The Volunteer Team is on hand to give you additional help and support throughout your volunteer journey.

### Enhanced Volunteer

This is an opportunity to develop further in your volunteer role should you wish to and take on additional tasks or responsibilities i.e. mentoring and supporting new and existing volunteers. Some additional responsibilities may require training which will be provided.

### Help and assistance

For further information please contact [volunteer@daat.org](mailto:volunteer@daat.org), call 01392 466666 or visit our website [www.daat.org](http://www.daat.org). We look forward to meeting you!

### Volunteer Team

Vicky Thresher – Volunteer Manager  
Charlotte Fleetwood – Volunteer Engagement Officer  
Carrie Packer – Volunteer Administrator

*\*Shop volunteers are eligible for a 20% discount on second-hand goods at any DAAT shop on presentation of their ID at time of purchase. This is not applicable to new merchandise or items exceeding £20 in value. Exmouth Shop excluded from promotion, as it is already heavily discounted.*