



Volunteer Shop Assistant (Recycling Shop)

Location: Recycle Your Bits, 3 Pinewood Place, Knottingley, WF11 0QH

Reports to: Kaylee Thompson, Community Development Worker

Hours: Flexible (around 4 hours per shift)

No previous experience necessary

Role Overview

We are looking for friendly and reliable volunteers to support the day-to-day running of our recycling charity shop. This role involves handling donated items, preparing stock for sale, assisting customers, and supporting both in-store and online sales.

Key Responsibilities

Donation Handling

- Receive and thank donors for their contributions
- Sort through donated items (books, household goods, etc.)
- Assess items for quality and suitability for sale

Stock Preparation

- Clean, organise, and prepare items for display
- Price items according to shop guidelines
- Rotate stock and maintain attractive displays
- Keep the shop tidy and organised

Customer Service & General Duties

- Welcome and assist customers in a friendly manner
- Answer basic queries about products and the charity
- Work as part of a team

Online Sales Support

- Take clear photos of selected items for online listings
- Write simple item descriptions

Skills & Qualities

- Friendly, approachable, and reliable
- Good attention to detail
- Basic organisational skills
- Comfortable working with a range of donated goods
- Basic digital skills
- Ability to work independently and as part of a team

What You'll Gain

- Experience in retail and customer service
- Skills in sorting, merchandising, and online selling
- Opportunity to support sustainability and reduce waste
- Being part of a positive community initiative

Training & Support

- Full induction and on-the-job training provided
- Training on health & safety and safeguarding procedures
- Ongoing support from shop staff and coordinators

Additional Information

- This is a voluntary (unpaid) position
- Reasonable expenses may be reimbursed (if applicable)
- Flexible scheduling available