

## Volunteer Role Description

### Reader Shop Volunteer

Purpose	To be part of a team that welcomes visitors and provides excellent service to customers in the shop.
Key activities	<p>The Reader at Calderstones is a place where anyone can come to experience literature, find and share meaning, be nourished, develop new skills, explore new things and, find 'something real'. We run many weekly Shared Reading groups, as well as many other weekly community groups, such as Knit and Natter</p> <p>The Reader at Calderstones is home to the International Centre for Shared Reading – a centre of excellence serving our international community, and welcoming everyone who wants to begin or develop their Shared Reading practice.</p> <p>Visitors can also visit the neolithic Calder Stones in a new heritage centre that brings the stories of the past to life.</p> <p>But with a commercial Café, Shop and Ice Cream Parlour on site, and our glorious Storybarn, as well as the park's only public toilets, we will be welcoming thousands of people who know very little of our purpose, only that we have things they may want to buy or use.</p> <p>We are looking for volunteers to both offer and gain experience in all aspects of retail. You will undertake a wide range of activities including:</p> <ul style="list-style-type: none"> <li>• Meeting and greeting our valued customers and visitors to the site</li> <li>• Helping to direct visitors into the Mansion House and maintaining an awareness of 'what's on' each day</li> <li>• Customer service with a smile!</li> <li>• Serving customers at the till</li> <li>• Ensuring our shop area always looks clean and tidy</li> <li>• Some administrative tasks such as pricing and stocktaking</li> </ul> <p>If you have a particular skill or interest, our team would be delighted to discuss how you could utilise it with us! Whatever your skills, we want to talk to you!</p>
What you will get out of it	<ul style="list-style-type: none"> <li>• An opportunity to become part of the Reader's Calderstones community and really make a difference</li> <li>• Gain first-hand experience of working with an award winning nationally recognised social enterprise</li> <li>• A chance to harness previous skills and personally develop</li> <li>• Regular and ongoing support from a friendly and supportive team</li> </ul>

	<ul style="list-style-type: none"> <li>• Develop confidence</li> <li>• Enhance your CV</li> </ul>
What we expect from you	<ul style="list-style-type: none"> <li>• Able to volunteer under the supervision and support of The Reader</li> <li>• Reliability and flexibility</li> <li>• Work according to all volunteer policies and procedures</li> <li>• We need people who care or can learn to care about what The Reader is doing</li> <li>• Good organisational, time management and interpersonal skills</li> <li>• Able to ask for help when needed</li> <li>• A smile</li> <li>• A friendly and helpful manner</li> <li>• Honesty and reliability</li> <li>• An interest in working in retail</li> <li>• Feedback to The Reader staff if you have particular concerns or difficulties</li> <li>• Ability to remain resilient and show compassion to members of the community</li> <li>• Have a responsible approach to health and safety</li> </ul>
Commitment	<p>Time commitment per week: a minimum four hours. Shop volunteers will be asked to work a morning or afternoon shift of 4 hours. 9am – 1pm or 1pm – 5pm. Volunteers are welcome to volunteer on more than one day per week. Weekend hours will also be required.</p> <p>Length of role: minimum six months (to ensure continuity and consistency for the team)</p>
Location	<p>The Reader Mansion House Calderstones Park Liverpool L18 3JB</p>
Skills/experiences/personal qualities required	<p>The role will suit you if you:</p> <ul style="list-style-type: none"> <li>• Have an enjoyment, passion and enthusiasm for welcoming people and working in a shop environment</li> <li>• Have experience of, or are confident in ability to learn how to use a till</li> <li>• Can commit to working within the unique ethos and values of The Reader</li> <li>• Can work according to all volunteer policies and procedure</li> <li>• Can work independently</li> <li>• Show attention to detail</li> </ul>
DBS required?	<p>A DBS may be required for this role. A criminal record does not necessarily disqualify a person from volunteering with us.</p>
Application Process	<p>The Reader has a strong track record in delivering high quality services. Making sure that we have the right people in the right roles is an organisational priority and extends to our volunteering community. As part of the recruitment process for this role we'll invite you to a shared reading group, to read up on our induction documents and to complete an application form. We'll also request references. As we</p>

	would with any role, paid or unpaid, we will talk to you openly about any reservations we identify that result in our decision not to offer you a place volunteering in this role.
Support and Supervision	Volunteer Support co-ordinator, The Reader and the Community Interest Company team
Training required	Induction and training sessions will be provided and must be completed before starting the placement. The training will comprise a half day welcome and induction plus additional training hours specific to the role.
Volunteer expenses	Travel expenses will be provided as per volunteer expenses policy.
Further information	For further information, please contact <a href="mailto:volunteer@thereader.org.uk">volunteer@thereader.org.uk</a>