**We are looking for Volunteer retail salespeople**

Do you love clothing, fashion, unusual household items and enjoy talking to people? We are looking for regular volunteers for our Pretty & Preloved boutique, currently based at 21 High Road Byfleet..

You will need to be friendly, have a positive attitude and a great team player. We are a friendly bunch and are passionate about people. Ideally you will be able to commit to regular hours, anything from 3 per week. You will help us at the very beginning of what we believe to be an exciting long standing offering within the village. You will receive relevant training and support from our team and you may also want to help us plan, develop and continue to excel at what we do. The role is full of variety and you really will help to make a difference to the lives of children and young people locally.

You will help us raise much needed funds for a small local charity, while helping us give our customers a great shopping experience, fabulous quality preloved items in a clean and friendly retail shop.

The local charity is called The Matthew Hackney Foundation (www,thematthewhackneyfoundation.co.uk) who say “Our vision is to help children and young people with their mental well-being and resilience, so they have the best possible chances to be the strong, resilient, independent and thriving adults that they and our society deserves. We provide counselling support, for all children and young people who would not normally have access to the help they need. We currently work within Surrey.”

**Volunteer Role Description**

* To assist and serve customers, providing a service of the highest standard.
* To assist with processing stock, including sorting, steaming, pricing and hanging of donated items.
* To assist with dressing the shop to maximise customer experience and sales
* To assist with listing items online for sale and packaging items that have sold
* To be involved with the till operation and the handling of cash (although this is not a necessary requirement).
* To promote public understanding of the work The Matthew Hackney Foundation delivers and the importance of raising funds through the shop.
* To promote and apply our Health and Safety Policy.

**Qualities/ Experience/Skills**

Good communication and customer care service skills are important, being able to work as part of a team and with the general public is essential, no other experience is necessary because we will support you.

**Training**

Full in-house training will be given of operational procedures during your Induction Period.

**Location**

Byfleet, Surrey

**Main Points of Contact**

Anne Harrison - Retail Manager

Penny Hackney Retail manager assistant and Founder/Manager at The Matthew Hackney Foundation

**Subject to receiving satisfactory references**

Please send a CV and covering letter/description to [hello@pretty@preloved.co.uk](mailto:hello@pretty@preloved.co.uk) or pop in to our shop for an informal chat. Alternatively give us a call on the number below. Our current opening days/times are Wednesday, Thursday, Friday & Saturdays 10 am till 4pm0

All personal information will only be kept for those who are invited for interview, all information stored meets GDPR regulation

Thank you for expressing an interest in volunteering with Pretty & Preloved of Byfleet.

**Personal details**

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Post Code: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date of birth: \_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contact phone number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Additional needs: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Volunteer role details**

Role applied for \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Time availability: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Suitability for the role**

Experience, training or qualifications: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Why interested in the role? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Comments on suitability: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Referees** *(We will contact them for a reference)*

Name and address 1:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Relationship to you: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name and address 2:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Relationship to you: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please contact Anne Harrison if you have any questions and return the form to them once complete. They will contact you as soon as possible to discuss the next steps (which may include a Disclosure Check, depending on your role).

*Thank you again for your interest.*