

Volunteer Role Description

Role Title	Retail Volunteer
Based at	Battersea Garden Project sales kiosk
When	Any weekday and / or weekends
Time Commitment:	1 shift per week, fortnight or month <u>Shifts available:</u> <i>Weekdays:</i> 10.30am – 2pm (very flexible) <i>Weekends:</i> 12 midday – 4pm.
General Purpose of the Role	<ul style="list-style-type: none"> • To sell plants and merchandise whilst providing excellent customer service from our sales kiosk • To promote Thrive and raise awareness in the local area.
Outline of Tasks you may be involved in.	<ul style="list-style-type: none"> • Opening up, setting up and closing down of the Kiosk as necessary • Meeting and greeting customers and finding out which plants and merchandise customers want and need • Assisting customers with purchases by selecting, helping to locate or recommending plants and merchandise based on customer needs • Maintaining accurate records relating to sales • Taking cash and card payments in line with Thrive’s financial procedures • Spreading the Thrive ethos and providing information about Thrive garden projects to the public • In the future, assisting with the training of clients in retail (weekdays only)
Skills and Personal qualities we need you to use.	<ul style="list-style-type: none"> • Friendliness and patience with a commitment to providing excellent customer service • Communication skills – sharing information, listening to customer, staff, volunteer and client needs and offering solutions to meet those needs • Reliability – to ensure kiosk is open to the public during the kiosk’s structured opening hours • Some understanding of plants and gardening is useful but not essential (training will be provided) • Prepared to work outdoors in most weathers • Numeracy skills – taking and recording all

	payments accurately
Training, Support and Supervision you will be given	<ul style="list-style-type: none"> • A full introduction to the site and to the tasks we need you to do. • Attend any in-house staff training as appropriate.
Notes:	We are always looking for help with the various fundraising events we put on. We may ask you if you would be willing to join in. These are usually at weekends. There is no obligation but this could be an additional activity you could get involved in.