**Charity Shop Volunteer**

**Location: MSPCA – Paws 4 A Cause – Sliema – 25 Gorg Borg Oliver Street, Sliema**

**Monday to Friday. Mornings:- 9.30 am to 1.30 pm Afternoons:-1.30 pm to 5.30 pm**

**Saturday:- 9.30 am to 1 pm (one or more shifts per fortnight)**

We are currently recruiting for volunteer shop staff, ideally to include Mondays

This is a volunteer role - unpaid:

It involves sorting through donated items, pricing and displaying as directed by shop staff. General cleaning duties including keeping the shop and staff areas clean and tidy. Assisting customers who visit the shop in a polite and helpful manner. Taking payment for goods and using a cash register.

Training and guidance will be given.

We are looking for committed people who can be flexible in their approach with an outgoing personality. This role could suit someone who is looking to gain experience in a charity, or someone who is simply looking to meet new people whilst supporting the work of the MSPCA.

Spoken Maltese is not essential.

**What would I be doing?**

* Sort through clothing and bric-a-brac donations when they come in
* Steaming of clothes, pricing them and hanging on rails on the shop floor
* Cleaning and pricing of bric-a-brac items and adding to display on shop floor
* Clean donated toys, ensure any games are complete without missing pieces,
* Keep shop floor in order, tidy and free from clutter
* Keep shelves in order and dusted, items displayed clean and dusted
* Greet customers who come in and offer any assistance necessary
* Accept payment for goods and operate the cash register

**What skills and attributes would be useful?**

* Great communication skills and happy to deal with a range of people
* Polite manner and can develop good relationships with others
* Comfortable doing a role which involves being on your feet
* Willing to listen to staff advice and instructions
* Supportive of the policies and aims of the MSPCA
* Reliable and punctual for shifts

**What else would help?**

* Customer service skills and attention to detail
* An eye for detail, especially for shop displays
* Live locally

**What would I gain?**

* You’ll have the chance to meet and work with other volunteers and staff
* Provide a vital role in helping to raise monies needed to fund the amazing work carried out at the Rehoming Centre.

**Where would I be volunteering?**

The role is based at MSPCA – Paws 4 A Cause – Sliema – 25 Gorg Borg Oliver Street, Sliema

Due to the training and support that is provided, we are looking for an ongoing, regular commitment from our volunteers. We kindly ask that you think carefully about your circumstances and your ability to commit to this role on a weekly or fortnightly basis before applying (holidays and absences will be honoured of course).

Before and during your first few shifts you will receive several stages of training to prepare you.

We would ask that absences are notified in advance and we suggest no more than one absence per 5 shifts, in order to ensure cover.

**Who would be my volunteering contacts?**

The Admin & Volunteering Coordinator.

**How do I apply for this role?**

If you are interested in applying for this role please fill out our online application form and email it to info@spcamalta.org

We will be conducting interviews for this role and take up at least 2 references.