**Role Descriptions - Volunteers** Page 1

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**Administrative Assistant**

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| **Organisation Name** | Pre-Loved Furniture |
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| **Organisation Overview** | The Charity provides information and support to |
|  | individuals in Blackwood or Cardiff who are living in poverty, want a work experience placement, to improve their CV or to volunteer. |
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| **Role Title** | Volunteer Administration Assistant |
| **Location of position** | Pre-Loved Furniture, Suite 8, Big Yellow Storage, 65 Penarth Road, Cardiff CF10 5DL |
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| **Responsible to** |  |
|  | Susan Glendinning CertHSC(Open)  (Chief Executive Officer) |
| **Purpose/ summary of** |  |
| **Role** | Assisting the office team with any administration duties |
|  | seen as appropriate, contributing to the efficient running |
|  | of Pre-Loved Furniture and Cardiff Consortium (Charities) |
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| **Description of tasks** | Answering the phone and addressing the needs of the |
|  | public. |
|  | Dealing with enquiries that come in via email and post |
|  | Writing letters to thank supporters for their donations |
|  | using our database.  Being willing to take on any tasks required in the office. |
|  | Monitoring website purchases. |
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| **Time Commitment** | Wednesday, Thursday or Friday 12pm – 4pm. |
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| **Skills and** | Excellent telephone manner and people skills |
| **Qualifications** | Fully computer literate and comfortable with the main |
|  | Microsoft Office tools, databases and emails. |
|  | Outgoing, friendly and proactive character. |
|  | Be comfortable volunteering within a small group. |
|  | Good communication skills. |
|  | Being able to use your own initiative but be able to ask |
|  | for help when you need to. |
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| **Training and Support** | Induction to organization |
|  | Full training on all aspects of the role. |
|  | Support, advice and guidance, from Volunteer |
|  | Coordinator. |
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**Volunteer Book Keeper**

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| **Organisational Name** | Pre-Loved Furniture |
| **Organisational Overview** | The charity provides information and support to those in Blackwood or Cardiff who are living in poverty, want a work experience placement, to improve their CV or to volunteer. |
| **Role Title** | Volunteer Book Keeper |
| **Location of Position** | Pre-Loved Furniture CCC, Suite 8, Big Yellow Storage, 65 Penarth Road, Cardiff CF10 5DL |
| **Responsible To** | Susan Glendinning CertHSC(Open) CEO |
| **Purpose/ summary of Role** | Help with administration within the accounts department |
| **Description of Tasks** | Pre-Loved Furniture are looking for a volunteer book keeper for 4 hours per week to help with admin within the accounts department. Other duties include inputting data on Sage L50, inputting data on banking batch forms, writing out cheques, preparing bank paying in slips/book and analysis of various Nominal Ledgers |
| **Time commitment** | Wednesday, Thursday or Friday 12pm – 4pm |
| **Skills and Qualifications** | Experience of accounts and book-keeping  Attention to detail and accuracy  Time commitment in office is 4 hours a week, with some of the work carried out from home  Computer literate, able to use basic functions such as email, Word and Excel and or an accounts package and able to keep the accounting records computerized |
| **Training and Support** | Induction to organization.  Full training on all aspects of the role.  Support, advice and guidance, from Volunteer Coordinator. |

**Volunteer Fundraiser**

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| **Organisational Name** | Pre-Loved Furniture |
| **Organisational Overview** | The charity provides information and support to those in Blackwood or Cardiff who are living in poverty, want a work experience placement, to improve their CV or to volunteer. |
| **Role Title** | Volunteer Fundraiser |
| **Location of Position** | Pre-Loved Furniture CCC, Suite 8, Big Yellow Storage, 65 Penarth Road, Cardiff CF10 5DL |
| **Responsible To** | Susan Glendinning CertHSC(Open) CEO |
| **Purpose/ summary of Role** | To help raise funds for Pre-Loved Furniture |
| **Description of Tasks** | Identify ways of raising funds and to take action to help secure this funding by talking to companies on the telephone, internet research and by visiting schools and colleges.  To help organise fundraising events |
| **Time commitment** | Wednesday, Thursday or Friday 12pm – 4pm |
| **Skills and Qualifications** | A professional and friendly telephone manner  Good written and verbal communication skills  Ability to work on own initiative  Previous fundraising experience would be a bonus Commitment to work in compliance with policies and procedures |
| **Training and Support** | You will be given induction training into the various aspects of the work. You will receive ongoing support from the Fundraising Manager  . |

**PR and Marketing Volunteer**

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| **Organisational Name** | Pre-Loved Furniture |
| **Organisational Overview** | The charity provides information and support to those in Blackwood or Cardiff who are living in poverty, want a work experience placement, to improve their CV or to volunteer. |
| **Role Title** | PR and Marketing Volunteer |
| **Location of Position** | Pre-Loved Furniture CCC, Suite 8, Big Yellow Storage, 65 Penarth Road, Cardiff CF10 5DL |
| **Responsible To** | Susan Glendinning CertHSC(Open) CEO |
| **Purpose/ summary of Role** | Raise awareness of Organisation within the local community |
| **Description of Tasks** | This role will include:  Advertising and publicising the charity's activities  Liaising with local press and radio  Ensuring maximum coverage of charity events, both before and after  Attracting new sponsors  Dealing with appeals for funds and attracting donors and sponsors  Establishing relationships with local organisations and businesses  Contacting schools, churches, and other organisations, and preparing and, if willing, delivering talks and presentations to various audiences, with other committee members' help  Maintaining publicity material such as display boards and leaflets |
| **Time commitment** | Wednesday, Thursday or Friday 12pm – 4pm |
| **Skills and Qualifications** | Enjoy partnership and development work Good verbal and written communication skills Approachable and friendly Ability to work on own using initiative Open-minded and non-judgemental Good numeracy and attention to detail Past experience of PR and marketing work would be useful, but most important is enthusiasm and initiative. The role requires computer skills and access to email. The ability to make new contacts and confidence in approaching the media and other organisations is essential. |
| **Benefits to Volunteer** | Through networking/communication with a range of individuals and groups, volunteers will have the opportunity to develop their PR, marketing and fundraising skills  Make a difference in your local |
| **Training and Support** | Induction to organization. Full training on all aspects of the role. Support, advice and guidance, from Volunteer Coordinator. |

**Volunteer Retail Assistant**

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| **Organisational Name** | Pre-Loved Furniture |
| **Organisational Overview** | The charity provides information and support to those in Blackwood or Cardiff who are living in poverty, want a work experience placement, to improve their CV or to volunteer. We run a workshop, kitchen, shop and small café. |
| **Role Title** | Volunteer Retail Assistant |
| **Location of Position** | Pre-Loved Furniture 113 High Street, Blackwood, Gwent NP12 1AD |
| **Responsible To** | Susan Glendinning CertHSC(Open) CEO |
| **Purpose/ summary of Role** | Assist in the efficient running of the Pre-Loved Furniture shop. The profits generated by our shop are used to support our work The shops also play a significant role in the promotion of the image and work of Pre-Loved Furniture |
| **Description of Tasks** | Ensuring that the shop is clean and tidy at all times  Assisting in the receipt, sorting, checking, pricing and display of goods  Cash handling and till operation  Assist the manager in ensuring stock and cash security |
| **Time commitment** | Open Monday to Saturday 10am – 4pm. A regular and reliable time commitment on the rota would be required. |
| **Skills and Qualifications** | Volunteers should be friendly and helpful with good communication skills,  The ability to get on with people and work as a team  Friendly, enthusiastic and open to giving and receiving feedback to and from the Shop Manager  Basic numeracy  Retail experience desirable but not essential  Willingness to participate in the relevant training and information update sessions |
| **Training and Support** | Induction to organization. Full training on all aspects of the role. Support, advice and guidance, from Volunteer Coordinator. |
| **Benefits to Volunteer** | Enhance existing skills and learn new ones Networking/communication with a range of individuals and groups. Play a part in the raising of funds to support the work of Pre-Loved Furniture charity. |
| **Application Procedure** | Application Form  Informal Interview  Trial Period |
| **Contact Information** | Jayne Bayliss, Shop Manager  Tel: 01495 230656  Email: blackwood@cardiffcc.net |

**Volunteer Caterer**

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| **Organisational Name** | Pre-Loved Furniture |
| **Organisational Overview** | The charity provides information and support to those in Blackwood or Cardiff who are living in poverty, want a work experience placement, to improve their CV or to volunteer. We run a workshop, kitchen, shop and small café. |
| **Role Title** | Volunteer Caterer |
| **Location of Position** | Pre-Loved Furniture 113 High Street, Blackwood, Gwent NP12 1AD |
| **Responsible To** | Susan Glendinning CertHSC(Open)  Chief Executive Officer.  Jayne Bayliss, Shop Manager |
| **Purpose/ summary of Role** | Assist in the running of our busy catering services department, selling a variety of specialty coffees and hot beverages, meals, cakes, sandwiches and toasties. |
| **Description of Tasks** | Volunteers will assist in the running of our busy catering services department.  Key tasks:  • To assist and serve customers.  • To prepare and serve food items and beverages.  • To monitor and record hot and cold food temperature levels.  • To handle cash and credit card payments.  • To ensure security of monies and completion of cashing-up duties.  • To assist with ordering of stock.  • To ensure food safety and food hygiene at all times. Desired skills and experience: customer services experience  • friendly manner, welcoming and efficient  • reliable and trustworthy  • sensitive and tactful nature  • methodical and organised • ability to work on own initiative |
| **Time commitment** | Open Monday to Saturday 10am – 4pm. A regular and reliable time commitment on the rota would be required. |
| **Skills and Qualifications** | You will need Food Hygiene level 2 but this qualification training can be provided. You should be friendly, reliable, trustworthy and have good communication skills |
| **Training and Support** | You will be given induction training into the various aspects of the work. You will receive specific training for your role and ongoing support from Jayne Bayliss and your Supervisor.  . |
| **Benefits to Volunteer** | Enhance existing skills and learn new ones  Opportunity to gain confidence and practical experience in a professional environment |
| **Application Procedure** | Application Form  Informal Interview  Reference  Trial Period |
| **Contact Information** | Jayne Bayliss, Shop Manager  Tel: 01495 230656  Email: blackwood@cardiffcc.net |