

VOLUNTEER RETAIL TEAM

NORMAL VOLUNTEERING HOURS : BETWEEN 9.30 - 4.30 P.M

Volunteering in the Shop entails working alongside our retail team as well as working closely with others in the workshop team. You will assist customers to choose and purchase timber from our 'timber shop'

You will not be expected to run things on your own. We are very team based at Leeds Wood Recycling, so there will always be others there to work with.

You will be given a thorough induction, by our Retail Manager ; which will take around a month - there is a lot to learn and it is important you feel comfortable with everything. We aim to induct two volunteers into the shop at the same time, so you can learn with each other.

WHAT YOUR ROLE WILL ENTAIL:

- Opening/ closing the shop to customers
- Operating the till and opening up and cashing up
- Serving customers and advising them on how best to complete their projects.
- Cutting wood to order in the workshop (only once you have been trained to use each tool)
- Taking calls from customers and dealing with their queries regarding commissions and collections
- Dealing with social media and emails
- Keeping the warehouse and communal areas clean and tidy
- Help us to provide a high standard of service to all our customers
- Ensure that Health and Safety standards are maintained by yourself

Don't worry if you don't have any woodwork skills or even any retail skills. We can teach all that. What we can't teach is being open, honest, friendly, ready to learn and work with a team and have a laugh. That's what we are looking for. We need someone who puts customers at ease and makes them feel like they want to come back.

WHAT WE OFFER

- Money towards travel and lunch expenses
- Work experience and references
- CSCS Training/ card (3 months minimum volunteering)
- Access to a range of training opportunities and certificates/ qualifications

If you want to be part of a great bunch of people, care about recycling, like the idea of one of the roles above and have time you can commit to volunteering, get in touch for a chat or to apply.

MINIMUM 4 HOURS COMMITMENT PER WEEK.



MORE INFORMATION

☎ **07783 727334**

🌐 **leedswoodrecycling.community@gmail.com**