

## Volunteer Role Description – BTRS Charity Shop Volunteer

<b>Role Summary:</b>	<p>The main purpose of this volunteer role is to assist in the day to day running of our charity shop and café, No 31, to maximise sales.</p> <p>We want to make sure that everyone who visits us has a great experience, we never forget the contribution our shop makes to those diagnosed with a brain tumour and their families across Yorkshire.</p> <p>Your role can be flexible depending on your skills and experience with the various tasks outlined below.</p>
<b>Responsible to:</b>	Sammy Bryant-Kitching and Becky Bulmer (Shop Supervisors)
<b>Hours:</b>	<i>We need cover Tues-Sat (10am-5pm) and welcome any applications for hours during these times (whether that be an hour or a full day!)</i>
<b>Location:</b>	31 Otley Road, Headingley, Leeds LS6 3AA

### Main Tasks:

- Assist with processing donations, including sorting, steaming, sizing, pricing and hanging.
- Clearing rubbish as and when needed
- Restock shelves and rails as required
- Sorting donations into saleable stock and items for recycling
- Serving and assisting customers
- Operating the till and handling cash
- Prepare drinks and serve to customers
- Keeping all areas clean and tidy, undertaking housekeeping duties
- Assisting with displays and creative ideas for attracting customer attention
- Stocktaking and other administrative tasks
- Sourcing other donations for the shop to sell
- Assist with health and safety checks

### We are looking for people who are:

- Willing to learn about the work of Brain Tumour Research and Support Across Yorkshire
- Ability to communicate in a confident manner to a range of different groups
- Great team player with fantastic customer service skills
- Someone able to commit to agreed hours and provide reliable support

### We can offer you:

- The opportunity to gain experience as part of a busy charity team
- Full induction and ongoing training
- Ongoing support and supervision in your role
- Experience of working in retail
- Opportunity to learn new skills
- Reimbursement of out of pocket expenses incurred whilst carrying our activities for BTRS, for example travel to the shop/parking
- BTRS commitment to Health and Safety and Equal Opportunities

## About Brain Tumour Research and Support Across Yorkshire

### Background

Founded in 2003 and originally named Andrea's Gift, Brain Tumour Research and Support Across Yorkshire (BTRS) is Yorkshire and Humber's leading brain tumour charity. Offering practical, financial and emotional support to both adult and child brain tumour patients, together with their families.

We fund brain tumour research in Yorkshire; we hope this research, dedicated to identifying new approaches to the discovery and treatment of brain tumours, will improve outcomes for patients.

At BTRS we are a small team who are growing to meet the needs of those affected by a brain tumour in Yorkshire. Around 12 new cases of primary brain tumour are diagnosed in the region every week.

### Our Mission

We are a Leeds based charity funding brain tumour research in Yorkshire and supporting people across the region affected by a brain tumour.

### Our Vision

We want to cure a devastating disease that affects so many people. Whilst we are waiting for a cure we will provide the best patient and family support network in Yorkshire.

### Our Key Aims

- Loving support: we offer an open door to a community who has been through this before
- Loving research: we fund next generation research because we want to find a cure

**By volunteering you would be making a valuable contribution to the lives of those affected by brain tumours across Yorkshire.**

**Please contact us on 0113 340 0111 to find out more about this opportunity or to request an application form.**

**To apply please send your completed volunteer application form to:**

Marie Peacock  
Charity Manager  
BTRS  
31 Otley Road  
Headingley  
Leeds  
LS6 3AA

Or email to: [info@btrs.org.uk](mailto:info@btrs.org.uk)