**SCF Volunteer Role Description: Shop Volunteer**

**Reports to:** Shop Manager or Visitor Services Lead  
**Time Commitment:** Flexible – ideally a regular weekly shift (minimum 2 hours)  
**Training Provided:** Yes (till operation, stock control, customer service,)

**Purpose of the role**

Shop Volunteers help run Stonebridge City Farm’s small but vital retail space, offering visitors a chance to buy farm produce, gifts, toys, and animal feed. You play a key part in supporting the farm’s income while creating a friendly and accessible experience for every customer.

**Key responsibilities**

* **Welcome and assist customers** with kindness and patience
* **Sell products**, including animal feed, eggs, honey, and children’s items
* **Operate the till**, take card or cash payments, and handle money responsibly
* **Restock shelves and tidy displays**, ensuring items are clean and clearly labelled
* **Promote donations and explain what they support**, in a non-pressured way
* **Follow safety and allergy protocols**, particularly for food items
* **Use trauma-aware communication**, especially with children, disabled customers, or anxious visitors
* **Support seasonal campaigns**, such as Christmas stock or special events
* **Report any concerns**, lost property, or issues to staff promptly

**Ideal qualities**

* Friendly, patient, and happy to help people of all ages and backgrounds
* Comfortable handling money or willing to learn till operation
* Good attention to detail and care with stock presentation
* Willing to follow clear routines and safety guidance
* Open to learning and supportive of others on the team

**What you’ll gain**

* Retail and customer service experience
* Confidence in handling money, products, and people
* A Volunteer Skills Passport recognising your growth and contributions
* A sense of pride in supporting your local charity and community
* A supportive environment to build new skills and friendships

**Additional information**

Shop roles can be adapted to suit your skills and confidence level. Volunteers who are less confident with till use can support restocking, product prep, or customer welcome. You’ll always be paired with or supported by a trained volunteer or staff member until confident.

**To apply or find out more**, speak to the Volunteer & Community Engagement Lead or Shop Manager.