

Retail Volunteer

Shop Elf Customer Service Speciality (front of house)

What is Grimm & Co?

Grimm & Co is a Rotherham-based children's literacy charity that hosts free writing workshops for young people aged 7-18 years old. We host sessions both on site at our premises in the heart of Rotherham, but we also take our workshops on the road for residencies in schools and also attend events and festivals with workshops and retail.

Every year we have approximately 105 active volunteers helping the charity with workshops, events and welcoming them to our shop including the apothecary to the magical.

We are always looking to invite more volunteers to join our retail team, to introduce members of the public to Grimm & Co, help make our quirky products and tell the story of Graham Grimm.

All of our volunteers are passionate about championing the writer in every child.

Objectives:

The role of a Shop Elf (retail volunteer) is vitally important as the Shop Elves are the face of our charity; the retail team is often the only contact that a member of the general public has with our charity. Every member must be able to showcase the Grimm & Co story in a fun and engaging way, telling the magical version and the mortal version (still in an imaginative way) of how our work supports the literacy charity and the importance of the retail arm to bring in funds for free literacy workshops to continue.

Shop Elves keep the magical front to our charity work, maintaining this work of fiction and imagination in a serious and believable way. The Shop Elves must convey that the Grimm & Co story is real and continue this role throughout every shift.

Shop Elf volunteers will work closely with Staff Shop Elves and the Head Shop Elf to learn and develop the skills required to fulfil the duties listed below. We will provide you with opportunities for training and aim to match you to areas of interest where possible, such as in visual merchandising or product development.

There are two types of retail volunteer, front of house and back of house, this profile is for the front of house role, the customer service speciality.



What will I be doing?

You may be asked to:

- Assist customers with exceptional service that surprises and delights, finding ways to bring the Grimm & Co story to life through our products and services
- Share our story and our charity message to all customers and encourage support through joining our mailing list, donating or purchasing
- Explore working on the till, following cash handling procedures
- Assist retail staff to replenish stock on shop floor and work with the retail manager on day-to-day stock management (this may include helping with bi-annual stocktakes)
- Help maintain the standards of the shop space, including helping with cleaning and tidying and condensing/rotating stock
- Learn visual merchandising skills and implementing/maintaining product displays in line with guidance from retail staff/management
- Enhance the customer experience by having fun with customers and enjoying yourself in every role
- Assist with public-facing events, both in-house and off-site

What skills, experience and attributes do I need?

Along with having great communication and interpersonal skills, we ask that you:

- Are friendly and approachable, welcoming, and engaging and always passionate about our cause
- Are efficient and able to multi-task in a busy environment
- Have an eye for detail for helping to maintain shop displays
- Demonstrate great team-playing qualities
- Are organised and neat and able to learn the layout of the storage spaces
- Able to 'put on a show' through learning a shop 'script', maintaining the magical role of an Elf with every interaction and are quick-witted, able to provide magical answers to everyday questions from customers of all ages.

If you have specific skills or experience relevant to this role, please let us know when you apply.

How much time will I be expected to give?

We have a rota that runs over a 5-day week and we need volunteer cover each day from 9am until 6pm. This may change at peak times to include earlier mornings and later evenings and will include weekend shifts on both Saturday and Sunday.

We ask that you are available at least one shift per month to stay on our current volunteer list.

Things you need to know

We will provide you with any relevant training and equipment you may need, and we ask that you arrive for your shifts around ten minutes early to be briefed. All volunteers will need a DBS check done with us before they are ready to start volunteering at Grimm & Co.

What's next?

If you like the sound of being a retail volunteer, please complete our volunteer application form or email volunteer@grimmandco.co.uk for more information.