

Volunteer role description

Shop Manager/Co-ordinator

The impact you will make

You will help save lives at sea by generating vital funds as well as promoting the work of the RNLI to customers and raising awareness of key safety messages.

What you will be doing

- Leading and coordinating a team of retail volunteers to maximise opening times and deliver turnover to support the lifesaving work of the RNLI.
- Recruiting, building and inspiring volunteer team to run the shop by providing motivational inductions, ongoing training and support in line with RNLI retail best practice and volunteer management guidance, supported by your Community Manager.
- Empowering the volunteer team to deliver smooth day-to-day running of the shop, maintaining a safe environment and alerting line management to any issues.
- Offering a great shopping experience, creating a friendly and welcoming environment.
- Ensuring all shop volunteers Champion the RNLI, it's key messages, One Crew ethos and building its reputation in the local area.

What do you need for this role?

- Enthusiasm.
- Good communication skills and personable manner.
- Ability to contribute as part of a team.
- Organisational skills.
- Customer service related skills or experience.

What's in it for you?

- Join an inclusive and diverse organisation
- Have fun, meet new people and join a motivated and enthusiastic team who are making a difference
- Learn skills and gain experience to enhance your CV
- Gain the satisfaction of giving back
- Training to fulfil your volunteer role will be provided and reasonable out of pocket expenses reimbursed



Potential time commitment: Flexible with weekly requirements

Team: Regional Engagement

Volunteer manager: Community Manager

Who you'll manage: Shop volunteers

Key requirements:

- Reference check

RNLI Values

As one crew, we strive for excellence and are Trustworthy, Courageous, Selfless and Dependable

Safeguarding

The RNLI is committed to safeguarding and promoting the welfare of young people and vulnerable adults and expects all volunteers to share this commitment and comply with the RNLI Safeguarding Policy and procedures.

Where applicable we will carry out appropriate safeguarding checks (ie DBS, PVG or Garda checks)

Safeguarding level 2: Awareness and understanding of safeguarding policy required and online safeguarding training module required to be completed upon commencement of role.

We ask all volunteers to comply with the **RNLI Volunteer Commitment** and **Volunteer Code of Conduct**, and to be responsible for your own health and safety, and that of others with whom you volunteer by following agreed procedures and guidelines.