

## British Heart Foundation Volunteering Roles 2018 (Clothing, Books and Music shops)

### **Customer Service Volunteer**

Are you a chatterbox? Can you talk about anything and everything? If this sounds like you we have a fantastic opportunity to let your chitchatting dreams run wild! In our shops we're always looking for outgoing and enthusiastic customer service volunteers.

We talk to our customers, make them feel welcome, help them find the things they're looking for and inform them of the BHF's life saving heart research. We keep the shop floor looking fresh and inspiring and thank everyone who brings in their donations and custom. Come and be a part of your local team and learn customer service skills and gain experience. Don't worry if you're not a confident speaker, with this role all you need is a welcoming and helpful attitude.

We'll provide you with all the support and help you need. Perfect for enhancing your CV and skills set we also offer our volunteers the choice to do free NVQ qualifications\*  
England shops only

### **Cash Desk Volunteer**

Are you a social butterfly? Love getting in to weird and wacky conversations? Always have a welcoming smile on your face? Meet, greet and get to know the people from your community with this versatile volunteering role. Gain valuable experience in customer service adding value to your CV.

You'll be at the heart of the BHF's fight against heart disease. You will be serving customers, promoting our stock and awareness campaigns and encouraging every donor to become part of our Gift Aid scheme. If you want to get to know the community around you this is a perfect way to integrate yourself into your local area and maybe spread the volunteering bug to new recruits.

### **Online Listings Volunteer**

If you're tech savvy and know your way around eBay; have a keen eye for unusual or sort after collectables then our computer says yes to you joining our volunteering team. Come and be amazed at some of the items that are donated to your local store and strike gold with those rare finds.

We've got dedicated eBay resources to help and assist you with this volunteering role. Research the interesting items; package them in our eBay boxes and send them off to be sold at our eBay HQ. Every week we'll send updates about the most unusual and exciting finds we've managed to sell through our stores, will your find be the next eBay headliner?

Get the thrill of researching the curious objects and revel in the satisfaction of sitting back and watching the bids role in. Become a mighty keyboard warrior and help raise funds for our lifesaving research into heart disease.

### **Volunteer Stock Collection Driver**

Do you love driving around and keeping yourself busy? If you're an active and bubbly

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person looking for a flexible role that gets you out and about meeting people and exploring your local surrounding then come and join our friendly team. Help collect stock from people's houses, businesses or our clothing banks and deliver them to your local shop.

Help to promote the BHF's cause in the local area and help raise not only vital funds but awareness of the lifesaving research the BHF does into cardiovascular and heart diseases.

It's good to note that it is your responsibility to ensure that you have a full, valid driving licence and that your car is correctly insured for carrying out collections of BHF donations, with an up to date MOT where applicable.

### **Sort Room Volunteer**

Whether you're a keen rummager, an organised operator or love the look of a freshly ironed shirt we have a role for you. If you like things to be neat and tidy then we need your help sort the donations we receive into their different categories. If you're a lover of the iron then master the mighty steamer and watch those creases and wrinkles disappear. If you love searching for the best finds carefully sift through our sort room and uncover the hidden riches that lay beneath.

Laugh and catch up with other volunteers over the sort room table or over a cup of tea and biscuit at break time. At the end of the day go home feeling satisfied and proud that you have helped to raise vital funds for research into combating heart disease. Whether you're a lover of vintage clothing, stunning jewelry or beautiful bric-a-brac or fancy the company of other friendly volunteers the sort room is the place to be. Perfect for enhancing your CV and skills set we also offer our volunteers the choice to do free NVQ qualifications\*  
England shops only

### **Stock Generation Volunteer**

Do you walk down the street and say hello to everyone you meet? Are you a familiar and friendly face around town? Or are you looking to integrate yourself into the local community? We're always looking for confident, chatty and driven volunteers to generate great quality stock. You will help to build and maintain friendly relationships with existing and new business contacts, arranging local collections for your local shop and talking to local business' about surplus stock.

Become a part of our stock campaigns and get the local community involved in our stock events. All the stock which people like you generate helps us provide funding for over half of the UK's independent research into heart and circulatory disease!

### **Volunteer Recruiter**

Time to meet and greet your local community. Become an important member of the British Heart team and help to support not only your local store but BHF research into heart and circulatory disease. We need volunteers who are chatty, friendly and willing to follow our volunteering guidelines to help us recruit more like minded people.

Get involved with your community, face to face and web based, placing adverts online and making contacts within the local colleges and job centers. Join your local team and help to introduce people to the wonderful world of volunteering and our lifesaving research in to heart disease.

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### **Books Volunteer**

Are you a self-confessed bookworm? Spending a small fortune in bookshops? Are your local libraries threatening to charge you rent? Well we may have the perfect solution for you! In our shops we're always looking for enthusiastic people to help price, organise and display our wide range of books. Strike up conversations with fellow book lovers and blow their minds with simple facts about our lifesaving heart research- it's where the science fiction meets real life.

Research those rare unknown items and take pride in how much your discoveries go for on eBay. Create exciting and eye catching displays and inspire others to pick up a book and spread the book worm craze. With a volunteer thank you discount of 25% off any of our donated stock you can start putting your savings towards other important things, like another book case perhaps?

### **Music & Entertainment Volunteer**

Do you fancy jiving to the British heart beat? Then lend some jazz hands to our dedicated and hardworking team in your local area. We're always looking for some knowledgeable and enthusiastic volunteers to moon walk their way into our shops and help sort, price and display our wide range of CD's, DVD's and games.

Strike up conversations with fellow movie goers and transport them into a world of BHF research. Take them on a rollercoaster through the dramatic breakthroughs we're helping to fund and tell them the heart wrenching stories which keep us motivated to fight against heart disease.

If you're looking to be part of a team, learn and engage with other likeminded people then sign up today. Research those rare unknown items and take pride in how much your discoveries go for on eBay. Orchestrate eye-catching displays, provide Oscar worthy customer service and revel in the showbiz glitz and glamour that is the volunteering world.

### **Vinyl Volunteer**

If vinyl records get you in a spin then come and face the music at your local BHF store. With your help and support we can begin to turn the tables on heart disease. Help research those rare and unique titles, talk and chat to likeminded enthusiasts.

Strike up conversations with fellow music lovers and transport them into a world of vinyl and BHF research. Take them on a rollercoaster through the dramatic breakthroughs we're helping to fund and tell them the heart wrenching stories which keep us motivated to fight against heart disease.

### **Telephone/Admin Volunteer**

Are you always on the phone? Are you calm, collected and chatty? We're always looking for friendly, confident and helpful people to join our team and become the voice of your local shop. You will be the first point of contact for our customers helping them with any enquiries and arranging collections for donations.

Come and be a part of your local team and learn customer service skills and gain

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experience. If you have good communication skills and able to follow administration processes accurately then come and be a part of our team and laugh and chat with other volunteers over a cup of tea and a biscuit.

Perfect for enhancing your CV and skills set we also offer our volunteers the choice to do free NVQ qualifications\* England shops only

**We fight for every heartbeat**

**Coronary heart disease is the UK's single biggest killer but we are leading the fight against it.**

**Volunteering Changes Lives**

**BHF Retail are now recruiting volunteers for flexible opportunities across the UK for our Clothing, Books and Music shops and Furniture and Electrical stores raising funds for valuable research through our retail shops and stores.**

**There are lots of benefits to volunteering, such as developing your existing skills, gaining new skills and supporting a cause you care about. Whatever your reason for joining, you can expect to have lots of fun and meet some great people.**

**However you choose to volunteer your time helps us to save lives. Our volunteers help our fight for every heartbeat and make a big difference in their local communities. As one of our volunteers you will receive a full induction and further training in specific roles.**

**Your support powers our research. Every pound raised and every minute of your time will help make a massive difference to people's lives. Join the fight for every heartbeat.**

**FIGHT  
FOR EVERY  
HEARTBEAT**