

British Heart Foundation Volunteer Roles (Furniture & Electrical)



British Heart Foundation

Our mission is to win the fight against cardiovascular disease and our vision is a world in which people do not die prematurely or suffer from cardiovascular disease.

Coronary heart disease is the UK's single biggest killer but we at the British Heart Foundation are making fantastic progress in the fight against heart disease and are well on our way to realising our ambitions, funding £100m of life saving research each year

Volunteering Changes Lives

We're recruiting volunteers for flexible opportunities across the UK in our Clothing, Books and Music shops, Furniture and Electrical stores and Home and Fashion stores, raising funds for valuable research.

There are lots of benefits to volunteering from developing your existing skills to 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 save lives. As one of our volunteers, you'll receive a full induction as well as extra training for specific roles. Our volunteers help us to raise vital funds for research to beat heartbreak forever and make a big difference in their local communities.

Join our battle to beat heartbreak forever

Our research is powered by your support. Every pound raised, every minute of time and every donation to our shops help make a massive difference to people's lives.

Role Skills and Capabilities

You'll see that with each role description there's an accompanying set of indicators which identify the level of skill and capability required. These give you an idea of what to expect from each role. By talking to us about this right at the start we'll help to ensure this is the right role for you and for us. **Our mission is to win the fight against cardiovascular disease and our vision is a world in which people do not die prematurely or suffer from cardiovascular disease.**

Please note we are unable to accept volunteers aged under 16 and we cannot accept volunteers with unspent criminal convictions or who are subject to criminal register/orders.

British Heart Foundation Volunteer Roles (Furniture & Electrical)

Customer Service Volunteer

Do you love to chat and get to know people? Can you talk about anything and everything? If this sounds like you we have a fantastic opportunity to let you do just that.

In our stores 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. So, we're always looking for outgoing and enthusiastic customer service volunteers.

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 / Vocational qualifications*

**Subject to eligibility.

Cash Desk Volunteer

Do you always have a welcoming smile on your face and love getting in to conversations? Why not get to know the people from your community with this versatile volunteering role. Gain valuable experience in customer service and add value to your CV.

You'll be at the heart of the BHF's fight against heart disease. You'll be serving customers, helping to promote 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.

Telephone/Admin Volunteer

Are you calm, collected and happy to chat on the phone? We're always looking for friendly, confident and helpful people to join our team and become the voice of their 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 experience. If you have good communication skills and you're 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 / Vocational qualifications*

*Subject to eligibility.

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Gift Aid champion (shop floor)

As a charity we look to make the most of every penny and the income we are able to claim from Gift Aid a vital part of our funding. For every £1 raised from donated goods, we can receive an additional 25p at no extra cost to our donors.

Our Gift Aid champion will be on the shop floor telling our customers all about the benefits to the BHF of becoming one of our valued donors; you could be signing up a new Gift Aider, inputting data or thanking our customers when they bring in their donations.

So, if you are a great communicator this will be a fantastic role for you. For new Gift Aiders, we must complete forms and process their data correctly so accuracy when completing the paperwork is an important skill for this role.

Gift Aid Processor

As a charity we look to make the most of every penny and the income we are able to claim from Gift Aid a vital part of our funding. For every £1 raised from donated goods, we can receive an additional 25p at no extra cost to our donors.

You will be in the sort / stock room making sure that the Gift Aided donations are received and processed correctly to HMRC rules following a step by step process. While in the back areas you may meet our donors at the back door and so as a Gift Aid processor, you will know how important it is to say a big thank you from us for their donations

As one of our Gift Aid volunteers, you would be helping us make the most of every donation.

By increasing the number of BHF registered Gift Aiders and following the correct process at each stage, we can ensure that even more money can be spent on our life saving research.

Gift Aid Admin Volunteer

As a charity we look to make the most of every penny and the income we are able to claim from Gift Aid a vital part of our funding. For every £1 raised from donated goods, we can receive an additional 25p at no extra cost to our donors.

Our Gift Aid admin volunteers love keeping all gift aid paperwork and filing in tip top condition. You will be thorough, logical and love the feeling you get from a well-organised filing cabinet!

As one of our Gift Aid volunteers, you would be helping us make the most of every donation.

By increasing the number of BHF registered Gift Aiders and following the correct process at each stage, we can ensure that even more money can be spent on our life saving research.

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Warehouse Volunteer

Looking for a workout? If you like to keep active and stay in shape, volunteering in our warehouse could be the answer you're looking for. We always need helpful and active people to help keep our stock moving from the van to warehouse - and onto the store and from store back to the van for delivery!

This role will involve keeping active much of the day but it's not just moving furniture. When volunteering here you can also get involved in putting together our flat packed furniture and help our warehouse team such as booking in and checking over stock for sale.

So, if you like to keep active and stay in shape volunteering in your local furniture and electrical warehouse could be the answer you're looking for.

Store Merchandiser

Do you have a knack for presentation, an eye for detail and enjoy making things look their best? We're looking for people like you to volunteer in our stores to help make them look as appealing and inspiring as possible. You'll help out with visual merchandising, making sure everything is displayed to its full potential and create eye-catching displays in our homeware department ensuring the items are clean and correctly labelled.

So what are you waiting for? Join today and become a valued member of the team, chat with customers and other likeminded volunteers. Pop in store to find out more and meet our friendly and ambitious team.

Department Volunteer

While there are opportunities across a range of roles in our stores, you may prefer to volunteer in one of our departments. We're always looking for people who would enjoy giving great customer service and keeping their department looking great. You may have an interest in homewares, gadgets or appliances. Whichever you choose, you'll get the chance to mingle with the local customers and volunteers, and integrate yourself into the BHF community.

Becoming a department volunteer means you will be chatting to the local customers helping them find the right product to suit their needs and making sure all the stock has been prepared and is displayed to our guidelines. If you're ready to take up a role like this pop into your local store and meet our friendly team.

British Heart Foundation Volunteer Roles (Furniture & Electrical)

Electrical Function Tester

If you are a bit of a gadget fan, figuring out how they work and making sure they're safe to use, this is the perfect volunteering role for you. We're looking for people like you to test the electrical equipment that is donated to us, making sure it is suitable and safe for sale before moving on to the final stage of appliance testing.

We'll give you all the training you need to be able to safely and confidently carry out this role. So if you have an interest in electrical items, can work in a safe and organised manner and would like to broaden your skill set, pop down to your local Furniture & Electrical store for more information and join the BHF team.

Restorer / Repairer

Are you a DIY fan? Love a bit of tinkering, putting things right and upcycling? Unleash your creative flare by volunteering with us, restoring donated items that are in need of a little TLC. If you have an interest in restoring furniture and want to help a lifesaving cause come and visit your local Furniture & Electrical store and join the team.

We'll give you all the training you need to be able to safely and confidently carry out this role. Come and join your local BHF community and feel part of the team with other like-minded volunteers, and help us to raise funds for our lifesaving research into heart disease.

Housekeeping volunteer

Do you love getting out the mop and bucket, handy with a duster and love your kitchen and rest areas sparkling? We are looking for a Housekeeping / Cleaning volunteer to do just that!

As part of this role, activities will include cleaning the staff areas, stairways and restrooms as well as stocking up on refreshments and cleaning supplies to maintain a lovely environment for the team. This housekeeping role really makes all the difference to our colleagues.

So if you are looking for a volunteer role that is totally flexible that can be fitted in around your other commitments, then this could be just right for you. Whether you have an hour to spare or more, this role makes a huge difference.

Fundraising Volunteer (Retail)

The role of Campaigns Volunteer is brilliant for volunteers that want to be able to give an hour in between their other commitments but still make a great contribution to the BHF.

If you love chatting to the public and telling them all about the work of the BHF. We have lots of fabulous resources to give you all the information you need

This role could involve:

- Selling our raffle tickets as part of the summer or Christmas campaign
- Selling our BHF pin badges for our customers to show their support for the BHF while raising valuable funds
- Supporting our regular collections in your local community

You could give an hour of your time on a regular basis or be a volunteer that we call on when there is a special campaign running. How much time you give is up to you. This role can be done in as little as an hour a week.

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Social Media Volunteer (Internal Media)

Our shops and stores love to engage and connect with their colleagues in other BHF locations to share things that have worked well for them. The way we do this is through an internal social network - Yammer. They may share about a volunteer that has reached a milestone length of service, or something new they have tried that has been successful. Perhaps the team have visited their local college to talk about volunteering or carried out a recruitment day with their fundraising colleague. The list is endless.

To help us to do this we have a unique role for a Yammer Volunteer to help us to share some of the exciting work that the store has been doing. Our Yammer volunteer will be great with words and be digitally confident and will generate stories and photo content. By sharing this content with other BHF shops and stores will encourage and inspire them to take action themselves.

This role can be done in as little as an hour a week so it would be an ideal role if you are looking to support us in a flexible way. How much time you give is up to you. This role can be done in as little as an hour a week and so can be fitted in around other commitments you have and it would be an ideal role as part of the Duke of Edinburgh's award volunteering section.

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 get involved in the local community? We're always looking for confident, chatty and driven volunteers to generate great quality stock. You'll help to build and maintain friendly relationships with existing and new business contacts, arranging local collections for your local shop and talking to local businesses about surplus stock.

This is a great role for those who love a challenge and the chance to use their existing skills. Ideal for those who are looking for a role to give them work experience where they can practise their transferable skills.

Become a part of our stock campaigns and get your local community involved in our stock events. All the stock generated by volunteers like you help us provide funding for over half of the UK's independent research into heart and circulatory disease.

Homewares Volunteer

Are you interested in lovely things? Do you enjoy watching antiques programs and have a keen eye for unusual or collectable items? If that sounds like you why not volunteer and join the shop team to help them to select, price and display our fantastic items.

You'll be involved in creating exciting and eye catching displays and gain valuable work experience adding value to your CV. We'll provide you with all the support and help you need, you'll be an important part of the shop team helping to raise funds to support our research work. We also offer our volunteers the choice to do free NVQ / Vocational qualifications*

*Subject to eligibility.

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Online Listings Volunteer

If you're tech-savvy and know your way around eBay, have a keen eye for unusual or sought-after collectables then join 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 a dedicated eBay team to help and assist you with this unique 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 roll in. Knowing you're helping to raise funds for our lifesaving research into heart disease.

Volunteer Recruiter

Volunteers are essential to our success and we're looking for people who would love to help us recruit more volunteers to help us raise funds in our shops for our lifesaving research. We need volunteers who are chatty, friendly and willing to follow our volunteering guidelines to help us recruit more like-minded people.

This role will see you get involved in your local community, face-to-face and online. You'll spend time making contacts within the local colleges, volunteer centre and job centre letting them know about our work and our opportunities. You'll place adverts online and find out about the volunteer recruitment opportunities where you live.

This is a great role for those who love a challenge and the chance to use their existing skills. Ideal for those who are looking for a role to give them work experience where they can practise their transferable skills. Join your local team and help to introduce people to the wonderful world of volunteering and our lifesaving research in to heart disease.

Customer Relations Volunteer

In our stores 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. So, we're always looking for outgoing and enthusiastic customer service volunteers.

When we shop, we love people to welcome us properly and inform us of all options available to us in a friendly, professional manner

We are recruiting a customer relations volunteer to offer the following;

- Meet and Greet customers politely and professionally.
- Hand-out information if required
- Answer those frequently asked questions: delivery options, store telephone number, opening hours etc.

British Heart Foundation Volunteer Roles (Furniture & Electrical)

- Talk about our CPR lifesaving training
- Give out information around what we have spent funds on
- Offer Generic information about the store, the products we sell
- Talk about other BHF events and how we collaborate across our teams in fundraising and events

Whether you have a wealth of experience in communications or would like to develop those skills, we are looking for a friendly volunteer who would love to enhance our customers' experience even more.

British Heart Foundation Volunteer Roles (Furniture & Electrical)

<p> Cognitive Ability</p> <p>Level 4:  Requires ability to analyse and interpret complex information or situations and solve difficult problems and to develop solutions. Able to deal with higher levels of work related pressure e.g. deadlines, interruptions, or conflicting demands. E.g. Trusted Volunteer/FR Group Leader</p> <p>Level 3:  Requires ability to analyse and interpret information or situations and solve varied problems/develop solutions. Able to deal with considerable levels of work related pressure e.g. deadlines, interruptions, or conflicting demands.</p> <p>Level 2:  Requires ability to interpret information or situations and to solve straightforward problems. Able to deal with some work related pressure e.g. deadlines interruptions or conflicting demands.</p> <p>Level 1 :  Requires ability to identify straightforward solutions to simple problems. Ability to maintain general awareness with short periods of concentrated attention.</p>	<p> Communication Skills</p> <p>Level 4:  Involves exercising training, leadership, motivational negotiating or persuasive skills to guide or encourage volunteers /colleagues/customers. Communicating orally or in writing complicated or sensitive information. E.g. Trusted Volunteer/FR Group Leader</p> <p>Level 3:  Involves guiding or encouraging volunteers or customers. Communicating varied information verbally or in writing to volunteers/colleagues /customers. (May include sensitive information). Some organisational skills required.</p> <p>Level 2:  Involves communicating verbally or in writing to inform volunteers/colleagues /customers. Including the ability to handle cash responsibly and use of IT systems where required.</p> <p>Level 1 :  Involves exchanging straightforward information usually verbally with fellow volunteers/colleagues /customers</p>	<p> Physical Ability</p> <p>Level 4:  Involves ongoing high physical effort for example frequently lifting or carrying, pushing/pulling of heavy weight e.g. donated white goods, large/bulky or awkward to carry furniture.</p> <p>Level 3:  Involves considerable ongoing physical effort for example, regular lifting or carrying, pushing/pulling of moderate weight or working in awkward positions e.g. handling small furniture items, retrieval of donated goods from vehicle (car boot).</p> <p>Level 2:  Involves some ongoing physical effort, e.g. regular sitting, standing or walking at a normal pace for long periods. Occasional lifting or carrying, pushing/pulling of light to moderate weight, e.g. bags of donated clothing</p> <p>Level 1 :  Tasks or activities involving limited physical effort with some standing, walking, bending or stretching</p>	<p> Initiative & Independence</p> <p>Level 4:  Working within recognised procedures within which the person organises own workload. Directs other volunteers as well as own work, e.g. Trusted Volunteer</p> <p>Level 3:  Working within recognised procedures with some room for initiative. Able to respond independently to unexpected problems or situations.</p> <p>Level 2:  Requires working from instructions with scope to make minor decisions. Problems referred to supervisor.</p> <p>Level 1 :  Requires ability to follow instructions which define the tasks in detail. Little or no personal initiative required.</p>
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January 2020

Role Skills & Capabilities: Key to Levels

Beat heartbreak forever.

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