

Fashion and Furniture Store Volunteer Volunteer Role Profile



Armstrong Mills, Shepshed, Loughborough, Leicestershire, LE12 9NN



Monday-Sunday



Ideally a couple of hours a week – but any time you can give makes a difference!



Must be over 16 years old



Deputy Store Manager

What will I need to do?

Our Fashion and Furniture Store is unique among Rainbows' retail shops on the high street, offering a wide variety of volunteering opportunities. Whether you enjoy working behind the scenes or chatting with customers on the shop floor, there's a role here for you!

As a volunteer, you'll be part of a friendly, dynamic team that plays a vital role in supporting Rainbows. You'll help raise awareness of our work, showcase and sell fantastic products, and contribute to generating crucial funds that support the hospice.

We have a range of roles which could include:

- **Customer Champion:** Deliver top-notch customer service that makes every visitor feel special. Enjoy serving customers on our tills, supporting on the shop floor, handling payments, issuing receipts and advising customers of our gift aid scheme.
- **A* Assembler:** Help assemble furniture, move and arrange items on the shop floor, and create displays that customers will love.
- **Behind the Scenes Hero:** Not everyone loves being on the shop floor – and that's okay! Help us make a difference behind the scenes where you can help steam, sort, tag and prepare items for sale. Limited time available? Carry out PAT testing once a month to ensure donated electrical items are safe for sale.
- **Wardrobe Wizard:** Turn donated clothes and accessories into fashionable finds, preventing them from going to landfill. Keep the shelves and rails looking fantastic with regularly refreshed stock, following Rainbows' guidelines.

What benefits and support will I receive?



Learn new skills and develop your confidence with all training provided.



Feel supported by our friendly store team who will support you every step of the way!



Be a part of the Rainbows community and feel like you're making a difference.



Receive recognition and thanks for the contribution you make to Rainbows.

Will it suit me?

At our Fashion and Furniture Store, there's truly a role for everyone. Whether you enjoy helping customers on the shop floor, arranging displays, refreshing stock, or supporting the team behind the scenes, your contribution matters. No matter how much time you can give, you'll be making a real difference in the lives of babies, children, young people, and their families across the East Midlands.

This role is perfect if you enjoy being part of a friendly, welcoming team, and want to use your skills to make a difference in your community. You don't need prior experience; just a willingness to help, a positive attitude, and a desire to support our cause.

How will my application be assessed?



Interview: Once we receive your application, you'll be invited for a short interview; giving you the chance to meet the store team and discuss the role. You'll also have the chance to try a short trial shift to see if it's right for you.



References: As Rainbows is committed to ensuring the safeguarding and wellbeing of the people we work with; you will also be asked to provide two satisfactory character references.

About Rainbows

Rainbows is the only hospice in the East Midlands dedicated to providing specialist health care and family support services for babies, children and young people with serious and terminal conditions.

Our volunteers are invaluable. They help us to deliver a vast range of services across the organisation, through helping either at the Hospice, externally at a range of events in the community or at one of our shops. The truth is we can't do our work without the help of our volunteers – together we bring more love, smiles and laughter to our children and families.

Our commitment to diversity and inclusion

At Rainbows, we are committed to building a community where everyone feels seen and valued. We are dedicated to creating an inclusive environment that embraces diverse backgrounds and perspectives. We want every person, no matter their background, to feel empowered to share their stories and ideas. By fostering respect and equity, we aim to drive innovation and make a positive impact for everyone involved. Let's collaborate, celebrate our differences, and make a lasting impact!

Our values

At Rainbows, our values are evident in everything we say and do; they are what makes Rainbows so special. All volunteers should be aware of our values and strive to always uphold these values and behaviours.



Note: This role profile is not a job description and is not intended as a legally binding contract of employment with Rainbows. It is a role profile for a volunteering role, detailing the tasks we may ask of a volunteer, the skills and commitment we are looking for, and what a volunteer can expect in return for their generous offer of time.

We care for babies, children and young people in the East Midlands – wherever they are.

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