



Duke of Edinburgh Volunteering

Volunteer Shop Assistant

Aim

Duke of Edinburgh volunteers are helping to change the lives of people living with the incredibly painful genetic skin blistering condition, epidermolysis bullosa (EB).

There are many ways in which you can be the difference for thousands of children and adults living with the pain of EB. Every action takes us one step closer to a world where no one must suffer with EB.

You will be part of a dedicated team carrying out a wide and varied range of tasks to help make our shops a success whilst helping to raise vital funds to help support people living with the painful genetic skin condition EB.

DEBRA are an Approved Activity Provider for the volunteering section of the DofE Award. This means our volunteering opportunities are pre-approved to meet the requirements of the volunteering section of any Bronze, Silver or Gold DofE Award.



What's in it for you

We aim to give you the skills and experience you need to complete the volunteering section of your DofE award whatever level you are working towards. We'll also make sure to support you in evidencing your volunteering work via the DofE activity log and your workbook.



Commitment

Usually, volunteers gift us a minimum of 2 hours per month, but we can be flexible to fit around your studies. So do talk to us about what would work best for you!



Location

Various locations across the UK, see the [DEBRA shop finder](http://www.debra.org.uk/find-a-debra-shop) www.debra.org.uk/find-a-debra-shop



What the role will involve

Below is an example of the types of skills and experience you will gain from DEBRA at each level:

Bronze: Introduction to Charity Shop Work

- **Volunteering tasks you could undertake:**

- Sorting donated stock
- Replenishing stock on the shop floor
- Visual merchandising
- Helping customers and giving excellent customer service
- Uphold shop standards through various cleaning tasks

- **Skills Development in line with the DofE strategy:**

- The focus on basic skill-building aligns with the DofE's aim to help young people develop essential life and work skills, even at this introductory level.

- **Personal Growth:** The experience is designed to be accessible yet challenging enough to promote personal growth, confidence, and a sense of achievement, which are central to the DofE objectives. With DEBRA you will:

- Give something back to your community
- Meet new people and make new friends
- Do things, you wouldn't have necessarily done otherwise and be challenged.

Silver: Building Business Acumen

- **Volunteering tasks you could undertake:**

- Operating a computerised till
- Processing cash and credit card transactions
- Shop administration and reporting
- Signing customers up to Gift-aid
- Use of clothing steamer
- Pricing of items

- **Skills Development in line with the DofE strategy:**

- Learning about fundraising, customer service and Gift Aid directly contributes to a student's ability to gain new skills, which is a core objective of the DofE program.

- **Personal Growth:** The focus on applying business principles within the context of a charity provides practical, real-world experience, which is valuable for personal development. With DEBRA you will:

- Learn personal and practical skills that will help you now and in the future
- Feel closer to your community and the world around you
- Feel more confidence and feel good about yourself in the knowledge that you are making a difference

Gold: Developing Income

• Volunteering tasks you could undertake:

- Dressing windows - creating eye catching displays to entice and invite our customers to browse and buy.
- Shop Social Media support
- Fundraising and resourcing campaigns
- Ecommerce support -
 - Online research on fashion items and collectables
 - Selecting items from donated stock to sell online
 - Packing sold items for shipping
 - Photographing and listing items on eBay and other online platform








• Skills Development in line with the DofE strategy:

- Working on income generation and strategic planning develops high-level skills in problem-solving and critical thinking, which are highly valued in the DofE program. Students are given significant responsibilities, such as leading a fundraising or volunteering campaigns for the shop, or engaging with the local community to raise funds and awareness.

• Personal Growth: The focus on sustainability and income generation aligns with the DofE's goal of encouraging young people to make a positive, lasting impact in their community. With DEBRA you will:

- Gain real world experience in a retail business setting
- Develop practical skills to help you fulfil your potential in work and education
- Grow in confidence pushing yourself out of your natural comfort zone

What we require from you

-  A willingness to learn (some of these skills you will already have, and others may require training, which we will provide for you)
-  Willing to uphold shop standards through various cleaning tasks
-  Willing to operate shop equipment and appliances such as the computerised till
-  Great customer service skills
-  Reliable and good timekeeping
-  Physically able to carry out allocated tasks
-  Ability to work on your own and as part of our team



Rohan Doddihal

17, volunteers at the DEBRA Merrow shop as part of his Silver Duke of Edinburgh Award.

Hi, I'm Rohan Doddihal and for the past two years I have been volunteering through the Duke of Edinburgh scheme at my local DEBRA UK charity shop in Merrow.

I typically spend 1-4 hours in the shop every month helping with anything. The role is so varied and could involve anything from sorting through the items donated, steaming clothes ready to go onto the shop floor, helping customers, or generally making the shop look nice and tidy.

For me the motivation for getting involved was to achieve the volunteering section of my DofE award. I had previously volunteered with DEBRA to achieve my Bronze DofE and more recently returned to undertake the hours I needed for my silver award.

What I like most about volunteering in my local charity shop is the variety of tasks, it was never repetitive or based on just one thing. Also, the shop were very flexible with my hours and so the volunteering fitted in nicely with my studies.

I get so much out of my volunteering, in particular I developed my communication skills and gained some really valuable retail experience which I know will help me later on in life after my studies.

I would strongly recommend others to get involved with volunteering in their local DEBRA shop, it was a great place to work, the role is well structured and the team are fantastic. I was really well supported, but also given the flexibility and courage to work independently when necessary.

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