



Caring
Challenging Fun
Empowering
Inspiring Inclusive

Volunteer Role Description

VOLUNTEER SHOP MANAGER

Would you like to make a real difference to your local Girlguiding community, while meeting and supporting fellow volunteers and raising funds to support local activities? Becoming a Volunteer Shop Manager could be for you!

Role title:.....

Supported by:.....

Suggested time commitment:.....

Length of time in role:

Location:.....

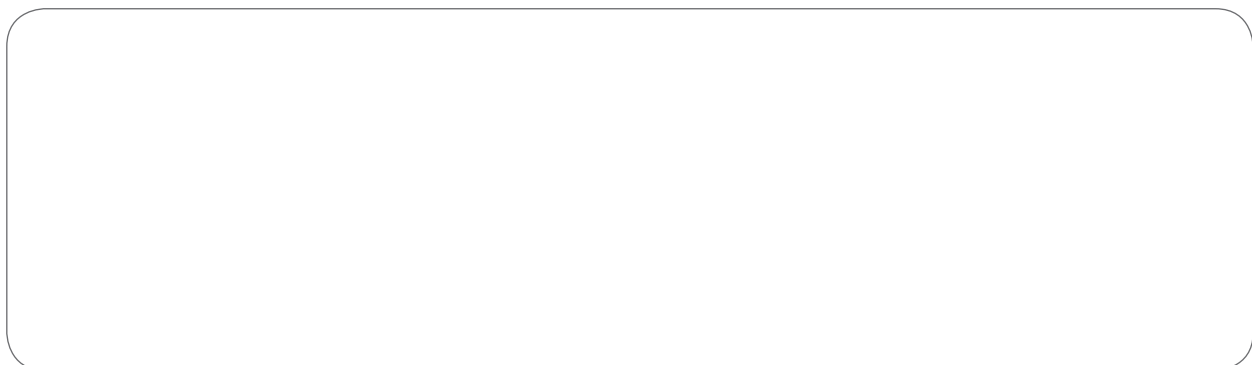
If you are interested in this role:.....

Girlguiding is the leading charity for girls and young women in the UK. Thanks to the dedication and support of 100,000 amazing volunteers, we are active in every part of the UK, giving girls and young women a space where they can be themselves, have fun, build brilliant friendships, gain valuable life skills and make a positive difference to their lives and their communities.

Our incredible volunteers contribute more than ten million hours to guiding every year. Some give us a couple of hours here and there - helping out with driving for trips and holidays, fundraising and events planning, or even doing the annual accounts for local groups. Others give their time as Leaders or Assistant Leaders for units, providing girls and young women with a space where they can be themselves. Whatever your skills and interests, and no matter how much time you have to spare, one of our volunteering roles is bound to suit you.

‘As well as giving the girls amazing opportunities, I feel I’ve also personally benefited from volunteering. It’s really rewarding for me and I feel I’ve achieved something great.’

Lisa, Girlguiding volunteer



VOLUNTEER SHOP MANAGER

Who can do this role?

Volunteer Shop Managers can be any adult over 18 years old. They should already be, or be willing to become, a member of Girlguiding.

Do I need a qualification?

You don't need a specific qualification to undertake this role.

What is the purpose of this role?

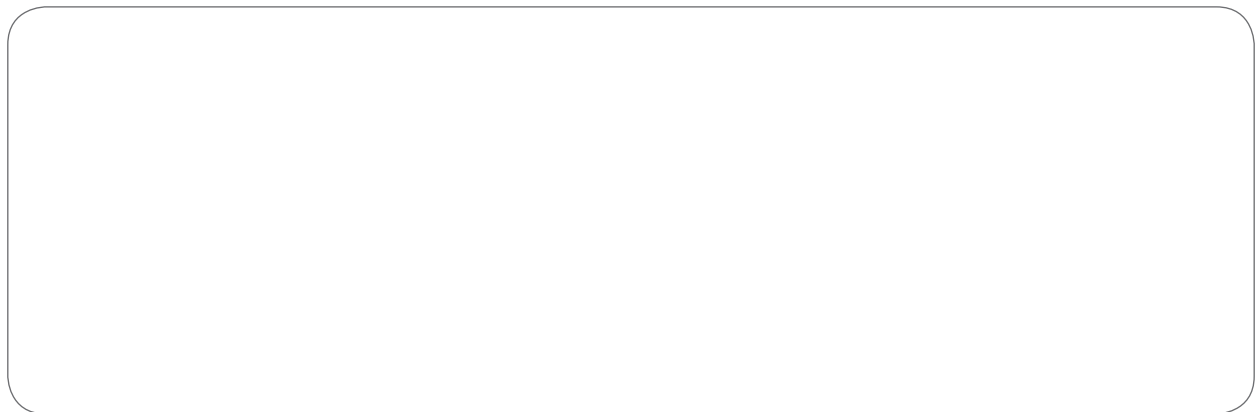
To take responsibility for running a Girlguiding volunteer shop. Volunteer shops provide Girlguiding resources, clothing and equipment for members, thus raising funds for local guiding.

What will I do in the role?

While the list below outlines the responsibilities of a Volunteer Shop Manager, you will be working within a wider team and responsibilities may vary.

General

- Take responsibility for the overall running of the volunteer shop, following guidance from Girlguiding Trading Service.
- Order and manage stock on behalf of your local area.
- Manage a small team of volunteers to help in running the shop, and coordinate responsibilities among the team.
- Manage shop finances, keep accounts up to date and prepare an annual budget sheet.
- Work within a Shop Management Committee to agree how to invest profits in local guiding.
- Promote your shop to members by communicating with local Leaders and volunteers.



Being part of your local guiding area

- Be part of a local Girlguiding community, by attending local meetings and maintaining a good relationship with other volunteers.
- Develop and maintain clear communications with the local Commissioner, if required.
- Keep up to date with new resources and programme initiatives, and use them as appropriate.

Being part of Girlguiding

- Be committed to undertaking relevant training.
- Learn about the structure of Girlguiding and how your responsibilities and position fit within it.
- Be willing to learn about Girlguiding's national and local strategic aims and how these are being delivered locally.
- Learn about Girlguiding's policies and Code of Conduct.
- Be an ambassador for the values of Girlguiding.

Promoting Girlguiding

- Promote a positive image of Girlguiding at public events and while taking part in activities outside the meeting place.

What will Girlguiding do for me?

- Provide a thorough and appropriate induction to the role and organisation.
- Help to develop skills and abilities to perform the role by providing relevant training opportunities (including e-learning where possible).
- Provide guidance via *The Guiding Manual*.
- Provide support and development from fellow volunteers, including a local Commissioner and Girlguiding Advisers.
- Host meetings and events to share information at a local level.
- Reimburse agreed expenses (agreed locally and may differ around the UK).
- Provide references.
- Provide a clear complaints procedure and support to resolve problems or disagreements.

Am I right for the role?

Supporting roles in Girlguiding provide essential help to volunteers who work directly with girls and young women. While we can offer you training and support we would expect you to possess the personal qualities outlined below.

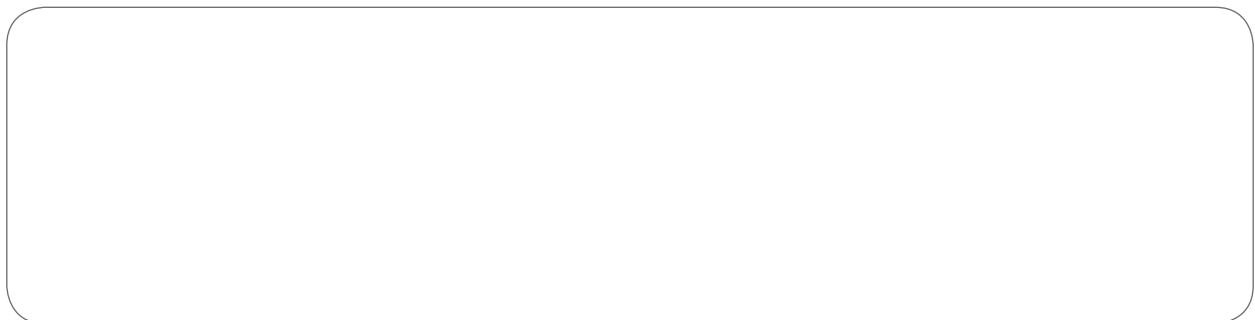
Personal qualities

- An open and approachable manner.
- Reliable and trustworthy.
- A commitment to ongoing personal development.

Skills and abilities

While these skills and abilities are not essential when starting, they should be developed as part of the role.

- Excellent communication skills.
- Good numeracy skills.
- High level of organisation and ability to work on own initiative.



Girlguiding welcomes volunteers of all backgrounds, ages, cultures, faiths and abilities. We are flexible, and volunteering can be arranged to fit around a busy lifestyle.

Please note this is a volunteer role; this role description does not form part of any contract of employment.