



Volunteer

Salvation Army Charity Shops



Young People's Guidelines



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As we emerged from the pandemic, The Salvation Army like many other charities found that a number of our regular volunteers did not return.

This created a huge gap in the service and so we turned our focus to a younger audience to step up and fill this gap in order to help our charity shops re-open and stay open.

It worked! young people aged 14+ applied and committed to helping Salvation Army charity shops in their local community. Not only did shops open and stay open, they were enthused with energy and new ideas. A campaign that started in 2020 is now something we continually promote, we invite young people to apply, volunteer and make a difference through volunteering in Salvation Army charity shops.

A charity shop is a great place to volunteer as there are a wide variety of tasks that need doing. Because of this, there are lots of ways to get involved, whether you are volunteering for the first time or wanting to polish up existing skills. Volunteering not only helps the charity and those you serve, it equips you with new skills, experiences and friendships that will benefit you now, and in the future.

Be part of a great team, supported by the shop manager

You've most probably experienced the excitement of a charity shop when looking for bargains, but, have you wondered what it would be like to volunteer in a charity shop? Here is a brief outline of some of the things you could get involved with:

Window displays (visual merchandising)

- Developing attractive window displays
- Keeping the window display clean and current
- Planning the themes and messages the shop wants to convey

Promoting/raising profile of the shop

- Using your creative skills to promote the shop
- Creating displays illustrating the wider work of The Salvation Army
- Developing social media campaigns to promote awareness and donations



Stock sorting, tagging, sizing and pricing (books, clothes and bric-a-brac)

- Helping to sort donations of clothes – you'll learn what can and can't be sold
- Date coding items so we know how long they have been in the shop
- Helping with removing unsold stock and stock rotation
- Pricing and tagging items

Cleaning/mending/pressing

- Helping to improve the presentation of items through making minor repairs and pressing
- Cleaning items - especially bric-a-brac (china, glass-wear, trinket boxes etc.)

Selling

- Using your people skills to serve customers and to pack items
- Managing the till

Stewarding/greeting customers/helping

- Greeting and serving customers
- Ensuring social distancing and keeping to a one-way system
- Helping customers to find the items they want

These are just some of the things you might get involved with, but whatever role you are undertaking, you will be helping to create a welcoming and accessible environment for all.

Some of the skills that you might develop are as follows:

- Working as part of a team
- Customer service and communication skills
- Confidence
- An opportunity to enhance your CV and gain experience in all areas of charity retail operations



Useful information

If you have additional needs or a disability, consider including information about this in your application form or during your informal interview. This will give you and the manager the opportunity to consider any support you may require to fulfil your role as a volunteer and how this support can be made available.



Application process

There are two ways of applying:

1. You can go to <https://www.salvationarmy.org.uk/volunteer/charity-shops-volunteering>, or click on the link in promotional literature – check there is a vacancy in your area first.
2. You can also apply by walking into a charity shop where you see the promotional posters.

In both cases, applicants will be asked to complete an application form and provide the names of 2 referees.

If you are under 18 years you will need to have permission to volunteer from your parent or guardian.

Follow the instructions you will be given around submitting your application. The shop manager will then get in touch to arrange an informal interview. This will cover the role, your availability and give you and the shop manager a chance to ask questions. Once we have received your references and you have undertaken a basic induction you will be ready to make a difference!



The Salvation Army is a Christian Church and Registered Charity in England (214779), Wales (214779), Scotland (SC009359) and the Republic of Ireland (CHY6399)





This section must be completed for ALL volunteer applications.

1. Personal Details

Title

Full Name

Address

Post Code

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Email address

Mobile Phone No

Home Phone No
(optional)

Date of birth

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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 (DD/MM/YYYY)

Gender

Male

Female

Prefer not to say

How did you hear
about us?

The Salvation Army

Referred by a friend

Referred by a
Volunteer

Volunteer Centre

Local advert

Other

2. Please state if you are already involved in any Salvation Army activities

3. If you are employed, please state your current occupation

4. Please tell us why you think you'd be suitable for this role and why you'd like to volunteer for the Salvation Army. (Please include details of any previous experience e.g. from every-day life, voluntary or employment activity that may be relevant).

5. Do you have any health conditions that you would like us to know about? If yes, please give details.

6. General Information

Do you have a current Driving Licence?

Yes No

Are you eligible to volunteer in the UK?

www.ukba.homeoffice.gov.uk/contact/

Yes No

Rehabilitation of Offenders Act (1974) Exceptions Order (1975)

Do you have any unspent convictions or subject to any register or list?

Yes No

If yes, please give details

7. Declaration

I am committed to the aims of The Salvation Army including their commitment to protecting children and vulnerable adults. I have completed the application form accurately to the best of my knowledge. I understand that if I am subsequently convicted of a relevant criminal offence I must declare this to The Salvation Army.

Do you give consent to the above declaration?

Yes No

Signed

Date

Under 18s are required to have this form countersigned by a parent or guardian

Signed

Date

Referees

Thank you for taking the time to complete this form.

Once you have completed your application form please give it to the corps officer or person responsible for volunteers at your centre.

We will require two character references from two referees who have known you for at least a year. One should be from your current or most recent employer or church leader (if applicable), or someone who can comment on you in an organisational capacity, through any other work or volunteering you have undertaken. The second reference should not be from a family member or anyone you live with. Please note it is your responsibility to obtain these references.

Please give the name and contact details of two referees whom we can contact, with your permission:

Referee One

Name	<input type="text"/>
Address	<input type="text"/>
Email	<input type="text"/>
Telephone No	<input type="text"/>
Relationship to you	<input type="text"/>

Referee Two

Name	<input type="text"/>
Address	<input type="text"/>
Email	<input type="text"/>
Telephone No	<input type="text"/>
Relationship to you	<input type="text"/>

Data Protection

The Salvation Army* will hold your information in our legitimate interests to manage the volunteer process. We will not share this information with any other organisations and will keep it for as long as you volunteer with us and may keep basic information about your time with us for any potential safeguarding issues that may arise in the future. You have a right to a copy of information we hold about you and, in some circumstances, to have it amended or deleted. For this, and to raise any issues on how your information is handled, please contact Head of Privacy and Data Protection at data.protection@salvationarmy.org.uk or the address below. If you are still not happy you may raise concerns with the Information Commissioner's Office. For further information see our privacy statement on the website at <https://www.salvationarmy.org.uk/privacy-statement> .



United Kingdom Territory with
the Republic of Ireland

Volunteering parent / guardian consent form For participants under 18 years of age

Every volunteer under the age of 18 must ask their parent or guardian to complete and sign this Parental Consent Form. Please return the completed Parental Consent Form to the corps or setting where this role is based, or email volunteering@salvationarmy.org.uk.

Name: _____ **D.O.B:** _____

Volunteer Role _____

Corps/Setting _____

Supervisor _____ **Completed in person/by phone/email**

Type of volunteering - Personal / D of E / School work experience / Other

If school, please give name of school – and contact _____

I confirm that I agree to the young person named on this form undertaking Voluntary work with The Salvation Army, and that I have read the role description.

Signed: _____ **Parent/Guardian**

Date: _____ **Print Name:** _____

Emergency Contact no: _____ - _____

Email address: _____

Address: _____

Data Protection

The Salvation Army will hold your information in our legitimate interests to manage the volunteer process. We will not share this information with any other organisations and will keep it for as long as the young person volunteers with us.



Work Experience Agreement Form

This form needs to be completed by the student, their parent/guardian and a member of staff at school responsible for work experience.

PART ONE: TO BE COMPLETED BY THE STUDENT & PARENT/GUARDIAN

Name of Student	
Parent/Guardian's Name	
Address	
Postcode	
Telephone	
Email	

PART TWO: TO BE COMPLETED BY A MEMBER OF TEACHING STAFF

Name of Teacher	
School	
Address	
Postcode	
Telephone	
Email	

PART THREE: PLEASE READ, SIGN AND DATE BELOW

The Salvation Army will ensure that the student will be supervised by a member of staff who has been DBS checked and we understand that it is our responsibility to adhere to safeguarding guidelines.

Work Experience Students are expected to show a commitment to their voluntary role and behave in an appropriate manner at all times whilst in our care.

Student Signature.....

Date.....

Parent/Guardian Signature.....

Date.....

Teaching Staff Signature.....

Date.....