Volunteer Mystery Shopper

Gain skills and help raise vital funds by volunteering in your local community.

Minimum time commitment: 2 days per week over a period of three months.

[**Email our Volunteer Manager, Beth to find out more**](mailto:BEvans@visionfoundation.org.uk?subject=Volunteering%20Enquiry:%20E-Commerce%20Book%20Enthusiast) **and apply.**

## About your role

Vision Foundation, London's leading sight loss charity is looking for Volunteer Mystery Shoppers to visit our nine London stores to assess and provide us with a detailed report. This will provide our retail teams with the essential information we need to help us assess where we can improve on our customers retail experience. Our mystery shoppers will look in detail and ask questions about key areas of the store including:

**Donations**

* Was Gift Aid mentioned?
* Was the donation process adequately explained?
* Was the point of sale easily identifiable in the store?
* Volunteering
* How did the team respond to an enquiry about applying for a voluntary position?
* Were the individual volunteering roles explained?
* Was the application process clearly explained and help offered if required?

**Customer experience**

* Was there a good range and choice of seasonal products in each category?
* Did the pricing align with the location and the identified target market.
* Were the staff and volunteers friendly and welcoming?

**What benefits I receive?**

* You will gain valuable insight into Charity Retail Operations and help us to develop ways in which we can improve our customers experience.
* The opportunity to develop new and existing skills.
* Travel and other expenses, as agreed.
* You will receive training and support from our Volunteer and Area Manager.

You don't need any special skills or experience, only a love of shopping and an interest in helping us to improve our customer experience. Prior to visiting our shops we'll provide you with a brief of what we'd like you to assess during your visits.

### Where will I volunteer?

You can be based at various London locations where we have charity shops.

### Skills needed

You don’t need special skills or experience to volunteer, just a positive attitude and a friendly approach to chatting with other people. We welcome anyone who is interested in books and charity retail, is passionate about sight loss and keen to develop their skills.

### Safeguarding

Safeguarding is everyone’s responsibility. Vision Foundation is committed to safeguarding and promoting the welfare and wellbeing of children and adults at risk, whether receiving services or being staff or volunteers. It expects all trustees, staff, and volunteers to share this commitment.

You can read more about our charity and the work we do here:

<https://www.visionfoundation.org.uk/about-us/>

To apply for this position please contact our Volunteer Manager, Beth Evans at [bevans@visionfoundation.org.uk](mailto:bevans@visionfoundation.org.uk)