

Festival Shop Volunteer Role



Title of role	Festival Shop Volunteer
Location	Music Festivals across the UK
Volunteer's availability	The duration of the festival that you want to volunteer at (plus set-up and packing away before and after)
Department name and brief description	<p>Trading Division – Festival Shop</p> <p>OXFAM PURPOSE: To work with others to overcome poverty and suffering</p> <p>TEAM PURPOSE: To raise as much money as possible for Oxfam at festivals by selling festival fashion, fancy dress and clothing appropriate to the weather.</p> <p>JOB PURPOSE: You will be handling cash, keeping the shop full and tidy, providing good customer service, and changing our stock throughout the day.</p> <p>REPORTING LINES: Postholder reports to: Festival Shop Manager Staff reporting to this post: may include supervision of other volunteers if appointed Shift Leader</p>
What the role will involve	<ul style="list-style-type: none"> • On the day before the festival opens to the public, all shop volunteers assist with dressing the shop with branded materials, point of sale, fixtures and fittings. • Sorts stock and displays it within the shop before the festival opens and ongoing throughout shifts. • Attends the pre-festival briefing onsite the day before the festival opens to the public (usually after setting up the shop). • Ensures stock is well displayed and presented within the shop; and maintains the look of the shop to keep it tidy and in line with Health & Safety requirements. • Provides good customer service to festival-goers, which can involve working in challenging situations with customers in varying states (eg cold and looking for warm, dry clothing; overheated and needing a sunhat; drunk and looking for fancy dress opportunities etc). • Handles cash from public, may include cashing up throughout shift, safely and in accordance with Oxfam's financial procedures. • On the last day of the festival all shop volunteers assist in packing away the stock and shop fixtures and fittings.

<p>What skills or experience the volunteer needs</p>	<p>(E = Essential, D = Desirable)</p> <ul style="list-style-type: none"> • Must be an existing Oxfam employee or volunteer, for at least 3 months before applying. [E] • Good verbal communications skills. [E] • Demonstrates understanding of customer service. [E] • Maintains and develops good relationships internally and externally. [E] • Proven ability to work independently whilst knowing when to refer for advice. [E] • Anticipates outcomes of activities and uses initiative to keep these activities on course. [D] • Understanding and experience of Oxfam's shops. [D] • Demonstrates interest in issues that might affect Oxfam's work, both in Retail and in general. [D]
<p>Other information</p>	<ul style="list-style-type: none"> • Volunteers must cover their own travel costs and make their own arrangements to get to and from festivals. • Volunteers will need to provide their own camping equipment, we also recommend you bring a sunhat, sun cream, waterproofs and sturdy waterproof footwear. • You can wear fancy dress on your shift. • In line with Oxfam Trading volunteer policy, we will provide 2 meal vouchers per day. • The Oxfam staff camping area usually has showers. Volunteers can choose to camp in the Oxfam area or in the festival site. • Volunteers must present themselves for shift, fit for work i.e. not intoxicated; volunteers are responsible for good behaviour. Failure to do so may result in being removed from the site. <p>For further information please see the FAQs online.</p>
<p>Contact for further information</p>	<p>Fran Tutt Deputy Festival Shop Manager festivalshop@oxfam.org.uk</p>
<p>Closing date for applications</p>	<p>No closing date - when all places are filled</p>
<p>Interview date</p>	<p>If successfully shortlisted you will be contacted within one month of applying for a short informal telephone interview. If not shortlisted, we will let you know within one month or place you on a reserve list.</p>