

**Everyone should have a fair chance to discover
who they are and what they can become.**

About us

YMCA Derbyshire believes everyone deserves fairness, opportunity, and the foundations for a full and rewarding life — a safe home, support, wellbeing, and access to real opportunities. Many people have never had these essentials, while others have lost them along the way. Through YMCA and Padley@YMCA Derbyshire, we work to provide these foundations and improve quality of life across our communities.

By volunteering in our Preloved Charity Shop, you will help raise vital funds that support **Padley@YMCA Derbyshire's poverty relief work**, creating positive and lasting change for individuals and families. Our support includes:

- A safe and welcoming environment with meaningful activities that build health, confidence, and positive relationships.
- Essential provisions such as food, toiletries, clothing, and access to facilities.
- Advice, training, and volunteering opportunities that increase financial security and independence.
- Help with securing and sustaining a tenancy.
- Dedicated activity days for individuals and families.

Our work strengthens wellbeing, resilience, and essential life skills through workshops, wellbeing initiatives, and access to key food and financial support. We strive to create a community where people feel welcomed, supported, and empowered to thrive.

Vision

Our vision is enabling young people and communities to thrive:

- So, they can fulfil their dreams;
- have a safe space to learn and grow;
- feel equipped to belong, contribute and prosper; and
- feel supported to be active in body, mind and spirit.

Together we create places where people flourish.

Mission

To develop the whole person, body, mind and spirit.

Values

From 1 Corinthians 13:4-7

Protect | Trust | Hope | Persevere





YMCA DERBYSHIRE

Job Description

Join Us and Help Change Lives - Be part of something great!

Role Title: Volunteer Preloved Charity Shop Key Holder

Responsible to: Shop Manager

Hours: A minimum of 7 hours per week, 10-5pm Thursdays and/or Saturdays

Location: Padley@YMCA Derbyshire Preloved Charity Shop – Market Hall Derby City Centre

For an informal chat please contact: Margot Williams 07842425697 or margot.williams@ymcaderbyshire.org.uk

Role Purpose

The Shop Key Holder role is an important role within the organization working within our charity shop to help us to raise funds. This role is perfect for someone wanting to gain experience working in a shop environment and provides an opportunity for involvement in wide ranging activity.

You will be joining an established charity with exciting development plans. No previous experience needed as full training will be provided.

Key Role Responsibilities

- Carry out daily shop operations, including opening and closing procedures, working alone or with other team members.
- Maintain a consistently professional, supportive, and customer-focused approach at all times.
- Support and enable fundraising activities that contribute to delivering Padley@YMCA Derbyshire's Poverty Relief services.

Role Responsibilities

- Manage the cash drawer, ensuring accurate floats during morning opening and afternoon closing routines.
- Support and promote the wellbeing of all volunteers.
- Supervise volunteers and delegate tasks effectively.
- Sort and prepare donated items for sale.
- Merchandise products to maintain an appealing and well-organised shop layout.
- Restock the shop floor as required.
- Carry out daily cleaning duties to maintain a safe and welcoming environment.



- Engage positively with customers, providing excellent service.
- Operate the till and handle transactions accurately.
- Follow and uphold all operational policies and procedures of YMCA Derbyshire.



Experience

Experience (not essential)

- Experience using a till.
- Customer service experience.
- Experience working in a retail environment.

Knowledge (not essential)

- Understanding of retail operations.
- Awareness of safeguarding considerations relating to adults who may require additional support.

Personal Qualities

- A self-starter who can work independently.
- Strong organisational and management skills.
- A committed team player.
- Able to demonstrate empathy with the aims and values of YMCA Derbyshire.
- Strong interpersonal skills, able to collaborate across the organisation to achieve shared goals.
- Effective communication skills to support positive working relationships.

Role-Based Training to be Undertaken (or Evidenced)

- Equality and Diversity.
- Safeguarding Level 2.
- First Aid.
- Manual Handling.
- Customer Service.

Safeguarding

At YMCA Derbyshire we aim to transform the lives of the people we work with for the better. We are looking for brilliant people who will ensure that safeguarding the people we work with is a priority.



Terms & Conditions

Salary

Voluntary role – expenses reimbursed

Hours of work

We are seeking a volunteer who can offer a minimum of one full day from 10am – 5pm on Thursday and/ or Saturday on a weekly basis.

Conditions of appointment

The appointment is subject to YMCA Derbyshire receiving two satisfactory references, an Enhanced DBS (Disclosure and Barring Service) check and a six-month probationary period.

Additional information

Training will be delivered from our Preloved Charity Shop.

Volunteers of YMCA Derbyshire will be required to work within the remit of all organisational policies and procedures and any relevant legislation.

Equality and Diversity

YMCA Derbyshire is committed to promoting equality and diversity in all aspects of its operations. We value and embrace individual differences and believe that everyone should be treated with respect and dignity. We welcome people from all backgrounds, irrespective of age, disability, gender, race, religion, sexual orientation, or any other characteristic.

