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OTR

OFF THE RECORD BRISTOL

Registered Charity #1085351

**YOUNG PEOPLE -
CHANGING MINDS**

8-10 West Street
Old Market
Bristol
BS2 0BH

SHOP VOLUNTEER

Thank you for your interest in this post. Please find below some background information and other details to help you decide whether to apply for the position.

Enclosures:

- Role summary
- Role description
- Person specification
- About us

Please include your CV and cover letter as two documents attached to your email and send to recruitment@otrbristol.org.uk

The closing date for this role is **26th September** and we will arrange an informal chat in the w/c **1st October** in Bristol. If you wish to have an informal discussion about the post, please contact **Liam McKinnon** on liam@otrbristol.org.uk or tel: **0808 808 9120 (option 4)**.

Yours faithfully,
Charlie Hubbe / **Senior Finance & HR Administrator / OTR Bristol**

ROLE SUMMARY

Job Title	Shop Volunteer
Hours	7.5 hours per week (equivalent 1 day) worked at your convenience Mon-Thurs
Location	Based at 8-10 West Street, Old Market, Bristol, BS2 0BH
Reporting To	Marketing, Communications and Digital Manager

BACKGROUND

Earlier this year, OTR opened an online shop with the objective of collaborating with local young talent and generating an unrestricted income stream to the charity.

The shop experienced initial success with a first batch of products and is now at a stage to be developed; both in terms of diversifying the products on sale (working with young people to create new items), and avenues of sale (placement in local shop-fronts, online promotion).

OTR is looking for a volunteer to support the growth of the shop. You will be working in the Communications Team alongside the Marketing, Communications and Digital Manager and Community Champion. Full training will be provided.

ROLE DESCRIPTION

OTR Shop	<ul style="list-style-type: none">• To embed the OTR Shop in the community via local placement and collaboration with Bristol/S.Glos-based orgs• To work alongside young people to create new products for the shop• To engage young people in the OTR Shop and support the advocacy and promotion of products• To develop web and social media messages to promote the shop• To support the development of shop assets (packaging materials, gratitude materials, coupons, competitions)• To assist with the logistics and distribution of sales
General	<ul style="list-style-type: none">• Working alongside the Marketing, Communications and Digital Manager to identify ways to promote all OTR community initiatives• To engage in training and development appropriate to the role, including OTR's comprehensive internal training programme• To be committed to the core values of OTR, including young people's empowerment and participation• To work within the spirit and framework of all OTR policies, governance, and delivery philosophy

PERSON SPECIFICATION

	Essential	Desirable
Education & Training	<ul style="list-style-type: none"> ● A good general standard of education and a demonstrable ability to apply knowledge ● Commitment to professional development and willingness to undertake training necessary for the role 	
Experience	<ul style="list-style-type: none"> ● Experience of working effectively within a team ● Previous contact with the public 	<ul style="list-style-type: none"> ● Experience using social media in a professional capacity ● A retail / sales / marketing background
Skills & Knowledge	<ul style="list-style-type: none"> ● Good organisational skills ● Good written and verbal communication skills ● Knowledge of mental health issues affecting young people ● An ability to communicate with supporters and young people from a variety of social and cultural backgrounds 	<ul style="list-style-type: none"> ● Good knowledge of the Bristol and South Glos area ● Accurate database skills ● Demonstrable ability to work independently ● Excellent networking and motivational skills
Personal	<ul style="list-style-type: none"> ● A warm and non-judgmental nature ● A personal interest in and commitment to young people's mental health and wellbeing 	<ul style="list-style-type: none"> ● A creative approach ● The ability to build and maintain meaningful relationships with supporters

ABOUT US

What We Believe	What We Value	How We Behave
<ul style="list-style-type: none">• All theoretical models are wrong, but all of them are useful• Relationships are what make the difference• Mental health is social and political as well as personal• Social networks are more powerful than individual solutions• Building on strengths and capabilities is more sustainable than meeting needs and vulnerabilities• Participatory services are more effective than transactional ones• Our work is a vocation	<ul style="list-style-type: none">• Collaboration• Diversity• Learning• Sharing• Participation• Self-efficacy• Self-care• Transparency• Agency• Creativity• Social Action• Pragmatism	<ul style="list-style-type: none">• We're accommodating• We're integrated• We're thoughtful• We're supportive• We're open• We're resourceful• We're resilient• We're communicative• We're independent• We're imaginative• We're motivated• We're adaptable