

Till & Customer Service Volunteer – Cwmbran Shop



Tŷ Hafan

CHILDREN'S HOSPICE
HOSBIS I BLANT

Are you looking for a fun, rewarding way to meet people, build confidence, gain new skills and make a real difference in your local community?

Join us as a Retail Volunteer in our wonderful Cwmbran shop, one of the longest-standing and best-loved Tŷ Hafan stores in Wales!

Every hour you give helps us provide specialist care, therapy, emotional support, and unforgettable experiences for children with life-shortening conditions and their families.

Your time truly changes lives. 

What You Need to Know



Age: 16+

Location: 5 General Rees Square, Cwmbran NP44 1AH

Commitment: Flexible. Even 2 hours a week makes a huge difference!
(We'll chat about shift times when we meet)

Checks: We'll ask for two referees as part of the onboarding process.

What You'll be Doing

- Giving customers a warm, friendly welcome
- Helping shoppers find what they're looking for
- Serving at the till and handling purchases
- Receiving donations & promoting Gift Aid
- Selling raffle and lottery tickets
- Being a proud ambassador for Tŷ Hafan and our Big Ambition

No experience? No problem. We'll give you all the training you need.

Become the new friendly face in your local Tŷ Hafan charity shop!



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Why Volunteer With Us?

Volunteering in our charity shops is a brilliant way to:

- Learn new skills
- Boost your CV
- Gain confidence
- Make new friends
- Support your wellbeing
- Do something meaningful for your community

And you'll have plenty of fun while you're doing it!

About our Cwmbran Shop:

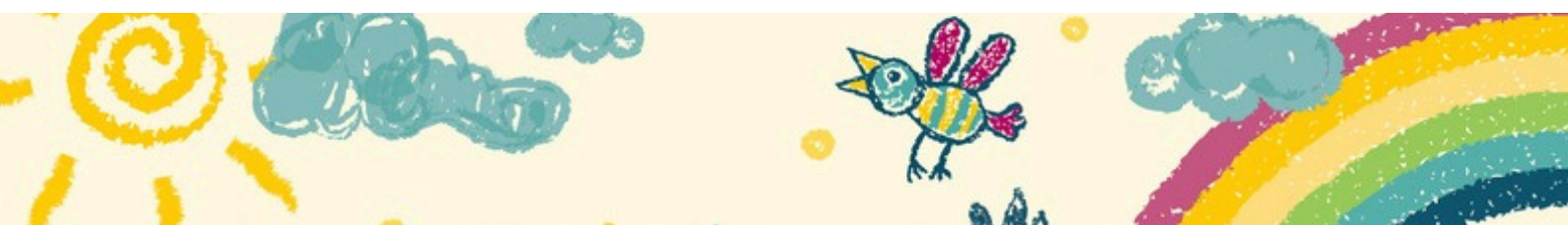
Our Cwmbran shop first opened its doors in 1997, and ever since it has been one of our top-performing stores.

Located right in the heart of Cwmbran Shopping Centre, we benefit from fantastic footfall and generous local donations. But it's the passion of our loyal volunteers and hardworking managers that truly makes this shop special.

It's a busy, friendly, welcoming place with a real community feel, and we'd love you to be part of it.

What Skills & Qualities Will I Need?

- Positive attitude and ability to provide exceptional customer service
- Ability to work under the instruction of the manager and part of the team
- Full training will be provided for shop-specific tasks & health and safety.



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We'd absolutely love to welcome you to the team.

📱 Click [here](#) to apply on a mobile/tablet

💻 Click [here](#) to apply on a laptop/PC

If you would prefer a paper application form, please contact us at volunteering@tyhafan.org or call 02920 532 254. We can post a copy directly to your home, along with a pre-paid return envelope so you can send it back easily.

Still unsure if this role is right for you?

You're very welcome to try a trial shift before applying.

📱 Click [here](#) to register your interest in a trial shift

A trial shift can be a great, no-pressure way to meet the team, see the shop in action, and get a feel for the role before deciding.

Need support with applying?

If you've experienced any barriers to applying, or if you have any questions at all about this role, please let us know. We're here to help!

Just contact us using the details above.



This role is purely voluntary and this arrangement is not meant to be a legally binding one or an employment contract.

Providing care and support is something we are only able to do because of the kindness and commitment of our wonderful staff, supporters and volunteers.