



THE MERCAT BOOKSHOP

VSA Mercat Bookshop Volunteer Job Profile

Location: The Mercat Bookshop, 45 Castle Street, Aberdeen, AB11 5BB

Part-time | Flexible hours available

About VSA

VSA has stood beside the people of Aberdeen for 155 years, offering care, support, and vital services to vulnerable individuals in our communities, whenever and however they have needed it. As times have changed, so has the way we have delivered our services, but always with one clear ambition: **to give the people of Aberdeen and beyond the best of care, so they can live the best of lives.**

Established in 1870, VSA has become one of the North-East of Scotland's leading social care charities, providing support across mental health, learning disabilities, children's services, and support for older people.

Throughout our 155-year history, **volunteers have been at the heart of everything we do.** Their generosity, time, and compassion have shaped the charity's impact and made it possible for VSA to reach thousands of people each year.

Role Purpose

As a **Volunteer in the Mercat Bookshop**, you will be part of that proud legacy, helping to create a welcoming, inclusive, and safe community space rooted in the joy of books and learning.

Through your time and contribution, you will support the wider mission of VSA and ensure that the proceeds from our bookshop continue to make a real difference in people's lives.

This role is ideal for those who love books, enjoy connecting with others, and want to give back to their community in a meaningful way.



THE MERCAT BOOKSHOP

Key Responsibilities

- **Community Engagement & Customer Service**
 - Welcome customers with warmth and respect
 - Help foster a calm, inclusive, and supportive environment
 - Encourage a shared appreciation of books, stories, and learning
 - **Bookshop Operations**
 - Sort, organise, and display donated books and other items
 - Assist with till operations and cash handling (training provided)
 - Maintain cleanliness, safety, and organisation in the shop
 - **Supporting the Charity's Mission**
 - Share how bookshop proceeds support VSA's frontline care services
 - Help promote VSA's community campaigns and charitable initiatives
 - Represent VSA's values and commitment to care, dignity, and inclusion
-

What You'll Bring

- A passion for books, reading, and lifelong learning
 - A friendly and open approach to engaging with others
 - Willingness to be part of a supportive team
 - Reliability, honesty, and a desire to make a difference
 - Respect for diversity and commitment to creating a safe, inclusive space
-

What We Offer You

- A chance to be part of VSA's 155 year legacy of care and community support
 - Experience in retail, customer service, and charity work
 - Opportunities to meet new people and gain confidence
 - A warm, inclusive environment with full training and support
 - The knowledge that your time is helping change lives for the better
-

Time Commitment

We are very grateful for any time you can offer. Shifts are flexible and can be arranged as far as possible to suit your availability.