

Lakeland House, Abbey Road, Barrow-in-Furness, Cumbria, LA14 1XL

**Tel** 01229 831425, **Website** [www.ageuk.org.uk/barrow](http://www.ageuk.org.uk/barrow)

**Volunteer Opportunity – Shop Support**

Are you friendly? Are you looking to help others? Do you want a rewarding experience?

**Description:**

Whilst you are volunteering, you will be chatting to customers and making them feel welcome, as well as encouraging them to donate with us. You will help to keep the sales floor organised, clean and tidy and help to maintain a warm and friendly environment for our shoppers. You will be working with a dedicated and friendly team of volunteers and our Shop Manager.

We need volunteers to help our Shop Manager on a day to bay basis with a number of duties including:

* Accepting and sorting donations such as clothing, furniture, books and bric a brac
* Steaming, sorting and pricing garments and other stock
* Assisting in the visual merchandising of the shop, and organising displays of items
* Processing transactions including till operation and the handling of cash and processing card payments.
* Ensuring that health & safety processes are followed and general maintenance issues are reported.
* Assisting in daily tasks including cleaning, tidying and hoovering.
* Promoting public understanding of the work Age UK Barrow & District delivers and the importance of raising funds through the shop.

**What experience / skills are needed? (Training is provided)**

This is a flexible role that gives you the opportunity to meet new people and gain new skills. Whilst retail experience isn’t essential, we expect our retail volunteers to have a good understanding, knowledge and experience in any the following areas:

* Fashion and clothing labels
* DVD’s and films
* Books, current authors and best sellers
* Music, including well known artists, CD’s and vinyl LP’s
* Knowledge of charity shops and retail
* Good communication and customer service skills
* Being able to work as part of a dedicated team
* To be honest, reliable, and committed
* To be able to be proactive and use our own initiative
* To be able to take direction and contribute positively to the overall running of the shop
* To be respectful of others and be flexible in your approach to work

**What you can expect from us:**

* To feel welcome and be part of a friendly and helpful team
* Training necessary for your role
* Out of pocket expenses
* A named person to support you in your role

If you feel you have the necessary skills and would love to be part of a great team, helping to raise money for the local community, then please contact Tracey Schofield, Volunteer & Services Coordinator on 07584351886