



## **ROLE DESCRIPTION**

### **Retail Volunteer**

Responsible to: Store Manager  
Time Commitment: Minimum of 4 hours per week.  
Location: Old Walsall Road, Hamstead, B421NP

## **About the Service**

We currently have 1 Age UK shop in Birmingham, with us looking out for further opportunities across the city. The money raised in this store from the sale of donated goods is used to transform the lives of older people within our communities.

The store stocks and sells a large selection of items including: Second hand designer & high street fashion labels / shoes, bags & accessories / DVD's, CD's & books / jewellery & bric-a-brac / electrical goods & small furniture.

## **About the Role**

Our shops rely on volunteers for sorting stock, creating interesting window displays, and attending to customers. In this volunteer role you will be responsible for a range of tasks . Specific tasks include:

- To undertake Age UK Birmingham and Age UK Sandwell induction programme and additional relevant training where required
- To serve customers and record purchases on the cash register
- To work with staff and other volunteers to sort, steam, hang, ticket and size donated clothing for sale in the shop
- To help keep the shop and store room clean.
- To assist with shop displays.
- Provide information leaflets and signpost any enquiries for Age UK Dudley services
- To attend team meetings/ supervision when required.

## **Personal qualities and skills most suited to this role**

- Punctuality is critical and the ability to volunteer when promised.
- Experience of dealing with the public.
- Ideally computer literate and if possible able to develop an ebay store
- Ideally knowledge of the antiques business and able to help us value items.
- Some local knowledge will be of an advantage
- Ability to work unsupervised, using own initiative as required



- Understanding of confidentiality
- Understanding of and empathy with the needs of older people
- Reliability, patience and sensitivity

## Other Criteria

- Volunteers need to complete a trial shift before commencing volunteering

## Time commitment

The shop is open Mon – Sat 9:30-4:30

Due to the nature of the training involved for this role we require a minimum of 4 hours (one shift) commitment per week.

## Contact

0121 437 0033 (07577993386)

[volunteering@ageukbirmingham.org.uk](mailto:volunteering@ageukbirmingham.org.uk)

Or download an application form

<https://www.ageuk.org.uk/birmingham/get-involved/volunteer>