



## RETAIL VOLUNTEER - ROLE DESCRIPTION

Responsible to: Store Manager  
Time Commitment: Minimum of 4 hours per week  
Location: Old Walsall Road, Hamstead, B42 1NP

### About the Shop

Our Hamstead shop is a small community shop selling donated products to raise funds for Age UK Birmingham & Sandwell's services

### About the Role

Volunteers are key for the day to day functioning at Hamstead Shop. Our volunteers will sort stock, create interesting window displays, and attend to customers. In this volunteer role you will be responsible for a range of tasks including:

- To undertake Age UK Birmingham and Age UK Sandwell induction programme and additional relevant training where required
- Provide excellent Customer Service
- Operate the till and handle cash and card transactions
- To work with staff and other volunteers to process stock including steam, hang, ticket, and size donated items
- To help keep the shop and storeroom functioning, operational and ensure Health & Safety compliant
- Provide information leaflets and signpost any enquiries for Age UK Birmingham & Sandwell services

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

- Friendly manner and good communicator
- Team player
- Punctuality and reliability is critical
- Experience in customer service ideally in retail
- Computer literate
- Ability to work unsupervised, using own initiative as required

### Contact us by

Telephone 0121 437 0033

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

Or download an application form

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