

Location: Charity Shop, Darwen

Role: Sales, sorting and processing

What your responsibilities will be:

To assist the Shop Manager and Assistant Shop Manager in the running of the Charity Shop including preparation of goods for sale to ensure that the shop rails are full and shop revenue is maximised.

What you will need to be able to do:

- ✓ Provide excellent face to face customer service
- ✓ Be alert and vigilant whilst on the shop floor
- ✓ Accurately use an automated till and barcode scanner
- ✓ Maintain confidentiality and have a discreet manner
- ✓ Sell to customers
- ✓ Use a steamer and tagging gun

How much training and how long it will take?

All volunteers are required to complete the following online training before they start volunteering:

- Health & Safety in the Work Place
- Manual Handling
- Information Security
- Fire Safety Awareness
- Safeguarding Awareness
- Dementia Awareness
- Equality & Diversity
- Infection Prevention & control

To complete the mandatory training takes approximately 9 hours over 6 weeks

In addition, this role requires training in:

- Using an electronic till
- Personal Safety Lone Worker
- Card payment machine
- You will also receive training in the gift aid process
- Using the steamer
- Tagging gun
- Stock control systems

To complete the additional training takes approximately 8 hours over 12 weeks

Please see overleaf for more information



What qualities you will need:

- ✓ Honesty
- ✓ Reliability
- ✓ A clean and presentable appearance
- ✓ A pleasant, polite and confidential manner
- ✓ Good communication and customer service skills
- ✓ An awareness of fashion and up to date trends
- ✓ Accuracy and a good eye for detail

Things you MUST agree to:

- ✓ Comply with Age UK Blackburn with Darwen policies at all times, especially those regarding Equal Opportunities, Health & Safety and Confidentiality
- ✓ Undertake required mandatory training, provided by the organisation to comply with current legislation
- ✓ Participate in volunteer reviews
- ✓ Keep your manager informed when you are unable to attend or of other things that affect your volunteering i.e: health conditions

Fundraising - As a local independent charity, fundraising is vital to the continuation of our local services for older people. There are lots of ways of supporting us through helping with bag packs or bucket collections, delivering posters, helping at events, undertaking sponsored activities, sharing our social media posts, donating to and buying from our Charity Shop in Darwen. All volunteers are asked to support us in this way.

Last reviewed September 2021

Next review due September 2022

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