

**Support Team Member - Role Profile**

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| **Role Title** | Hub Assistant |
| **Role summary** | The Hub Assistant supports the day to day running of the retail element of our Community hubs, raising funds to support services for older people in Bradford District. This can include operating the till, providing an excellent service to our customers and promoting gift aid. Our locations are; Idle, Wrose, Shipley, Keighley, Allerton and Queensbury. This role can also include assisting people with initial enquiries or referring to the appropriate team and providing support to the wider hub activities. |
| **Suggested Commitment** | Hours are negotiable, however, we would prefer Support Team Members to complete at least one-half day shift per week.  Minimum suggested commitment of 6 months |
| **Supported by** | Hub Lead/Senior Retail Assistant |
| **Main Tasks**   * Provide a professional and friendly retail environment * Supporting enquiries by giving leaflets to customers * Referring people needing advice to our team of advisors * Providing information on local community groups and events * Advising and helping customers to make their purchase * Operating a till and handling various methods of payment * Working as part of a team and on occasions under own initiative. * Contribute to the general housekeeping * Accepting donations and promoting gift aid * Welcoming customers and providing excellent customer service * Promoting gift aid to people dropping off donations in the hub | |
| **Benefits of working with Age UK Bradford District**   * The opportunity to build skills and experience * Excellent training opportunities * Excellent support as part of a friendly team | |
| **Induction, Learning & Development**  Support Team Members will take part in a welcome session with their supervisor.  Support Team Members will be able to access a range of other learning opportunities once they have been volunteering for a number of months. | |
| **Skills and competencies**   * Good communication skills * Polite, friendly and approachable attitude * To be reliable and non-judgmental * To work with minimum of supervision * A willingness to learn and ability to follow instructions and guidelines * Literacy and numeracy skills (for volunteers operating the till) * Willingness to follow Age UK Bradford District values, policies and procedures, including Health & Safety, Data Protection & Confidentiality, Equal Opportunities. * Polite and courteous at all times * A basic understanding of older people and an appreciation of issues facing older people | |
| **Organisational Values**   * **Person Centred** * **Inclusive** * **Empowering** * **Connected** * **Authentic** | |
| **Expenses**  AGE UK Bradford District will pay for any out of pocket travel expenses associated with your volunteering (40 pence per mile and reasonable public transport costs i.e buses / trains) with tickets/receipts.  Support Team Members who volunteer for over 5 hours on a day (over the lunch period) will be entitled to a payment towards their lunch. | |
| **Next Steps**  Email volunteering@ageukbd.org.uk or phone 01274 391190 for further details. | |