



VOLUNTEER ROLE DESCRIPTION

- Role Title:** Behind the Scenes Volunteer (Retail)
- Accountable to:** Shop Manager, Shop Deputy Manager, Shop Assistant
- Role Purpose:** To assist the shop team in the smooth running of the shop. Helping to generate vital income for the charity through our network of shops, whilst helping to divert usable items from the waste stream.

Main Tasks:

Our Behind the Scenes Volunteers assist in the receiving, sorting, pricing and preparing of stock for sale. They typically fit into one of the following categories:

1. **Sorting & Pricing Assistants:**
 - Every bag donated to a shop needs to be sorted and the items priced. Support us in processing donations and preparing items for sale

2. **Steaming Assistants;**
 - Love getting rid of all those creases? Support us by steaming garments ready for resale, making them look their best

3. **Dressmakers & Tailors;**
 - Bring your attention to detail to make minor repairs or stitch the odd button back on to maximise both income for the charity and the amount diverted from the waste stream

4. **PAT Testers;**
 - Most of our electrical donations can be re-sold to support the work of the charity, but must first be PAT tested and inspected for any faults

You may also be involved in the following:

- Providing a courteous and helpful service to customers
- Bringing to the attention of the Shop Manager, Deputy Manager or Assistant any concerns which may affect the safe and successful running of the retail operation
- Assisting in the general housekeeping of the retail operation

Age UK Coventry & Warwickshire

Registered Office
8 Clemens Street
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Warwickshire
CV31 2DL

t: 02476 231999
e: info@ageukcovwarks.org.uk
www.ageukcoventryandwarwickshire.org.uk





Skills and Competencies:

Full training provided. No experience needed, however these skills would be advantageous:

- Reliable and flexible approach to role
- Good communication and interpersonal skills, attention to detail
- Interested in maximising the income opportunities for the charity
- Interested in supporting the work of Age UK Coventry & Warwickshire
- Ability to work well as part of a team and under own initiative, respectful of others
- Ability to work within Age UK Coventry & Warwickshire policies and guidelines

Benefits:

What this role can offer you:

- Training and development opportunities
- Developing new skills and retail experience to add to your CV
- The chance of meeting new people in your local community

Tea, coffee and refreshments available.

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