



## VOLUNTEER ROLE DESCRIPTION

- Role Title:** Community Volunteer (Retail)
- Accountable to:** Retail Operations Manager, Shop Manager, Shop Deputy Manager, Shop Assistant
- Role Purpose:** To assist the shop teams in the smooth running of the shops. 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 Community Volunteers assist in supporting the shops access everything they need to operate. They typically fit into one of the following categories:

1. **Stock Generators:**
  - Our shops depend of stock donations. Could you speak on our behalf in your community and generate stock for our shops to sell?
2. **Volunteer Recruiters;**
  - Volunteers are essential to the running of our shops. Do you know people with the skills and free time to support us?
3. **Drivers;**
  - Sometimes we need to move stock from one shop to another or even to collect from a donor's home. Do you have a driving licence and access to transport to support?
4. **Driver's Mates;**
  - Some of the volumes we shift are just too much for one person. Perhaps you could spare some time and give our Drivers a lift?

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

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**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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