



VOLUNTEER ROLE DESCRIPTION

- Role Title:** Customer Facing 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 Customer Facing Volunteers assist customers and provide excellent customer service. They typically fit into one of the following categories:

1. **Till Assistants:**
 - Operating a till to register sales, dealing with various methods of payment, whilst being security aware and alerting staff to potential issues
2. **Shop floor Assistants;**
 - Assist customers to find everything they are looking for, in addition to providing excellent customer service and ensuring the shop remains inviting and safe for customers
3. **Gift Aid Ambassadors;**
 - Assist in basic Gift Aid processes, ensuring Gift Aid is promoted to all donors
4. **Housekeeping Assistants;**
 - Support us in maintaining a clean and safe working environment

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

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

Age UK Coventry & Warwickshire

Registered Office
8 Clemens Street
Leamington Spa
Warwickshire
CV31 2DL

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





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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