



VOLUNTEER ROLE DESCRIPTION

Charity Shop

Age UK Dudley appreciates your volunteering role and will do its best to make your volunteer experience enjoyable and rewarding.

Purpose of Role:

To help with the day to day running of the Charity Shop, raising funds to support services for older people in the Dudley Borough.

Reporting to: Shop Managers

Location: 5 Maple Row, Mill Street, Brierley Hill, DY5 2RH

Hours: The shop will be open Monday to Saturday 9.30am – 4.00pm.
We would like volunteers to ideally work mornings or afternoons one session per week.

Duties and Responsibilities:

- *To serve customers and record purchases on the cash register*
- *To work with staff and other volunteers to sort, steam, hang, ticket and size donated clothing for sale in the shop*
- *To help keep the shop clean.*
- *To assist with shop displays.*
- *Provide information leaflets and signpost any enquiries for Age UK Dudley services*
- *Comply with Age UK Dudley relevant Policies and Procedures*
- *Wear personal identity badge whilst volunteering*
- *Represent the professional standards of the charity*

Person Specification:

- *An interest in the shop, and an enthusiasm for raising money through its work.*
- *The ability to work as part of a team.*
- *A flexible approach*
- *Able to provide a friendly, high quality service to customers*
- *The ability to work as part of a team*
- *Basic numeracy*
- *A sense of humour*
- *An understanding of the need for confidentiality*
- *Good timekeeping*
- *Reliability and trustworthiness*
- *A willingness to undertake training required for role*

Training Requirements:

- *Induction*
- *Health & Safety*
- *Fire Safety*
- *Moving & Handling*

Expenses:

- *Age UK Dudley will repay any agreed expenses (bus fares, etc) on production of receipts paid out in the course of journeys, so that you are not out of pocket. Travel expenses will be paid on a mileage basis for all authorised journeys undertaken.*
- *Lunch (if volunteering over lunchtime period)*