

## **Volunteer Role Outline RETAIL ASSISTANT**

The volunteer role involves assisting with the successful running of the charity's shop which raises funds to support services for older people in Gateshead.

### **Objective:**

To help with the general running of the shop and in particular sorting and pricing clothes and other items donated by members of the public.

### **The role involves:**

- Sorting, hanging and ticketing (to include size and price) donated clothing for sale in the shop.
- Cleaning, sorting and pricing bric-a-brac, toys, DVDs etc for sale.
- Designing shop window and other displays in the shop when necessary.
- To inform the Finance and Trading Co-ordinator, or other person in charge, of any enquiries, complaints or difficulties from members of the public.
- To undertake any other tasks to assist in the running of the shop as and when necessary.

### **The skills required for this role are:**

- Good communication skills, including a sound understanding of both spoken and written English.
- Reliability and trustworthiness.
- Basic numeracy.
- Commitment to working within a team.
- Willingness to undertake training where necessary.

### **Suggested hours:**

One half-day per week, between opening and closing time (9.30-3.30 Monday to Friday and Saturday mornings)

### **Location:**

Our Charity shop in Low Fell.

### **Expenses:**

Age UK Gateshead will pay any agreed travel expenses (bus fare, etc) on production of receipts paid out in the course of journeys, so that you are not out of pocket. Use of your car will be paid on a mileage basis for all authorised journeys undertaken.