

<b>Title:</b>	<b>Retail Volunteer</b>
<b>Main purpose &amp; overview of role</b>	<p>Provide support to an Assistant Manager and shop team, assisting Age UK HHB raise funds by helping us exceed our sales target – so that, by increasing our charitable income, we can reach even more older people.</p>
<b>Responsibilities and activities</b>	<ul style="list-style-type: none"> <li>• To sort and price all donated items, ensuring that only those of an acceptable standard are retained for selling</li> <li>• To steam/iron clothes selected for selling</li> <li>• To clean and wash bric-a-brac items selected for selling</li> <li>• To assist with arranging items for display</li> <li>• To serve customers and operate the till</li> <li>• To keep the stockroom and retail areas clean, tidy and free from hazards</li> <li>• To take every opportunity to sell all items</li> <li>• To maintain a customer friendly atmosphere at all times</li> <li>• To answer the telephone when directed</li> <li>• To sign up new Gift Aid customers</li> </ul>
<b>Qualities and experience required</b>	<p>No formal experience needed, as all necessary training will be provided, but you will need to possess the following:</p> <ul style="list-style-type: none"> <li>• Empathy and an understanding of issues facing older people</li> <li>• Patience and sensitivity</li> <li>• Enthusiasm</li> <li>• Reliability</li> <li>• Good interpersonal skills and be able to talk to a wide variety of people</li> <li>• Ability to speak with those hard of hearing</li> <li>• A commitment to the role</li> </ul>
<b>A commitment to the role and time required</b>	<ul style="list-style-type: none"> <li>• We would appreciate any time commitment. However, a regular commitment of the shift applied for, for a minimum of 6 months would be ideal</li> <li>• Attend team meetings twice a year</li> <li>• Attend an Annual Review Meeting with your Assistant Manager</li> <li>• Attend Induction, Safeguarding, Dementia Awareness, Professional Boundaries and Moving and Handling training provided by Age UK Hillingdon, Harrow &amp; Brent</li> <li>• Occasional training relevant to this volunteer role</li> </ul>

	<ul style="list-style-type: none"> <li>You will not undertake any form of employment (whether paid or unpaid) for any person (including Age UK clients) that you have met as a result of carrying out your duties. Furthermore, you will refrain from contacting any person (including Age UK clients) that you have met as a result of carrying out your duties, nor will you provide such persons with the means of contacting you directly outside of the formal means within the service</li> </ul>
<b>Checks to be completed for role</b>	A DBS check isn't required for the role
<b>What can you expect from volunteering at Age UK HHB</b>	<ul style="list-style-type: none"> <li>Clearly defined voluntary role within the organisation</li> <li>Provide induction, information and training to enable you to carry out your role effectively</li> <li>Support your development within the role and your personal development by offering appropriate induction, training and feedback opportunities</li> <li>Provide you with the policies, procedures and standards of the organisation in relation to volunteers</li> <li>Provide an accessible complaints procedure</li> <li>Provide references where needed after 6 months volunteering</li> <li>Out of pocket expenses</li> </ul>
<b>Still interested?</b>	Please contact Robert Clark on <b>020 8589 3040</b> or e-mail <b>volunteering@ageukhbb.org.uk</b> for further details.

**Age UK Hillingdon, Harrow and Brent is committed to safeguarding and promoting the welfare of all older people and children within the London Boroughs of Hillingdon, Harrow and Brent**