

## Volunteer Role Description

<b>Title:</b>	<b>Retail Volunteer</b>
<b>Overall purpose of role</b>	Provide support to an Assistant Manager and shop team, assisting Age UK HHB raise funds by helping us to exceed our sales targets – so that, by increasing our charitable income, we can reach even more older people.
<b>Outline of 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> <li>• To sort items into saleable merchandise for eBay site. Be able to recognise stock that will generate more income online as opposed to a high street shop. Prepare products for sale by steaming (if applicable), sizing, labelling, photographing each item onto eBay. Create eye-catching, accurate descriptions for each product to maximise sales by considering their brand, uniqueness, quality and seasonality.</li> </ul>
<b>Personal qualities and experience</b>	<p>No formal experience is needed, as all necessary training will be provided. However, you are required to possess the following:</p> <ul style="list-style-type: none"> <li>• Empathy and an understanding of issues facing older people returning home from hospital</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> <p>With the additional areas being desirable:</p> <ul style="list-style-type: none"> <li>• Interest in fashion and an appreciation of quality and knowledge of brands.</li> <li>• Understanding of the internet and familiarity with eBay site.</li> </ul>

<p><b>A commitment to the role</b></p>	<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> <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>
<p><b>What can you expect from volunteering at Age UK Hillingdon, Harrow &amp; Brent</b></p>	<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> <li>• You will become a member of the organisation.</li> </ul>
<p><b>Still interested?</b></p>	<p>Please contact us on 020 8589 3040 or e-mail <a href="mailto:volunteering@ageukhnb.org.uk">volunteering@ageukhnb.org.uk</a> for further details.</p>

***This role outline is binding in honors only, and is not intended to be legally binding***

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