

Task Description

Charity Shop Volunteer

Purpose: To assist in the general running of the charity shop and to carry out tasks as directed by the shop manager.

Responsible to: The Charity Shop Manager and Deputy Manager.

1. To sort and price all donated items, ensuring that only those of an acceptable standard are retained for selling.
2. To steam/iron clothes selected for selling.
3. To clean and wash bric-a-brac items selected for selling.
4. To assist with arranging items for display.
5. To serve customers and operate the till.
6. To keep the stockroom and retail areas clean, tidy and free from hazards.
7. To take every opportunity to sell all items.
8. To maintain a customer friendly atmosphere at all times.
9. To answer the telephone when directed.
10. Volunteer drivers, to collect donations from members of the public and transport to shop.
11. To sign up new Gift Aid customers.
12. To attend support and training meetings/courses.
13. To be aware of AUKH's policies, Age UK trading products and other AUKH services in order to assist clients.
14. To inform the shop manager or deputy manager, in a timely manner, of all periods of absence.
15. You will not undertake any form of employment (whether paid or unpaid) for any person (including Hillingdon Age UK clients) that you have met as a result of carrying out your duties. Furthermore, you will refrain from contacting any person (including Hillingdon 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.

Signed Date