

## R02 - Volunteer Opportunity – Lead Shop Support



Are you friendly and confident? Do you enjoy offering fabulous customer service? Do you want to feel fulfilled and enjoy a sense of helping others?

### **Description:**

You will support the AUKL staffing team by guiding and helping to coach a friendly team of volunteers in their day-to-day activities, whilst welcoming customers into our shop. Being a positive role model, you will help to guide the team to complete daily tasks on time, and at times, support us by being the first port of contact at the shop.

### **What experience / skills are needed? (training is provided)**

- Enjoys being at the front of a team guiding others
- Retail/shop work would be helpful but not necessary
- Feels comfortable with some responsibility and is happy sharing their ideas and solutions with the team
- Doesn't mind change or doing things differently, showing positivity and willingness to help

PC use required

Driving required

### **Possible Tasks**

- Sharing updates and information with other volunteers
- Bringing a spark and energy to the volunteer team to inspire others
- Help us to provide a welcoming, attractive shop where customer's love to shop
- Being the first port of call in the store at times to support AUKL staff
- Follow all AUKL confidentiality, data protection and Information Governance procedures.

### **What you can expect from us:**

- To be part of a friendly and helpful team
- Training necessary for your role
- Out of pocket expenses
- A named person to support you in your role
- This role is subject to satisfactory DBS clearance