

## Volunteer Role Description

**ROLE:** **Shop Assistant Volunteer**

**ROLE PURPOSE:** To assist customers, principally members of the public, to make purchases of clothes and miscellaneous items donated to the charity in a 'High Street' shop setting

**ACCOUNTABLE TO:** Shop Manager

### TASKS AND ACTIVITIES

- 1. Sales**

To offer friendly assistance to customers in the purchase of items

To maintain stock at point of sale and assist in stock control
- 2. Security**

To maintain vigilance as a deterrent to shoplifting
- 3. Till**

To act as shop cashier as required by the Manager
- 4. Preparation and cleaning**

To prepare donated items for sale, which may include sorting of clothing, steaming, washing and cleaning items of Bric & Brac, polishing furniture, preparing books for sale
- 5. Training**

To take departmental training in the safe use of the steam pressing equipment

To undergo appropriate training as required
- 6. Working practices**

To become familiar with all Age UK Leicester Shire & Rutland policies and practices as described in the Volunteers Handbook

The tasks and activities listed are intended as a summary and may be varied from time to time in consultation with the volunteer concerned.

The role description is intended to clarify the tasks and activities of the volunteer and is for the benefit of all concerned. It does not form the basis of a contract of employment.

## **SKILLS AND EXPERIENCE**

### **Essential**

1. Patience, judgement, and a sense of humour
2. Good personal presentation and hygiene
3. Ability to deal with the general public
4. Good communication skills
5. Honesty and Integrity
6. Commitment and Reliability
7. Ability to perform all tasks as required by the Shop Manager

### **Desirable**

1. Genuine regard for people of all ages and abilities
2. Team working skills
3. Good numeracy and literacy skills
4. Previous experience in retailing/customer service
5. Previous experience in the handling of money

**Working Pattern:** The number of days and hours will be negotiated between the volunteer and line manager/supervisor.

- A volunteer is someone who provides **unpaid** support to Age UK Leicester Shire & Rutland
- Full training will be provided where necessary