

Volunteer Role Description

ROLE: **Warehouse Volunteer**

ROLE PURPOSE: To assist customers, principally members of the public, to make purchases of furniture and miscellaneous items donated to the charity in a warehouse setting

ACCOUNTABLE TO: Warehouse 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
- 5. Training**
 - To take departmental training
 - 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