**Volunteer Role Description**

**Shopping Club Leader**

**Purpose of role**

***Shopping Trips*** Join us on a minibus trip to a garden centre, farm shop or shopping outlet to get your retail therapy fix! Are you an avid shopper? Do you like visiting garden centres, farm shops or shopping malls?  Is this a passion you would like to share with others? We are looking for people who would like to support this new exciting club that we are setting up in 2016 for people 50+.

We want to encourage more participation in activities at Age UK Merton by providing an excellent service and warm welcome. Our volunteers are invaluable to this! This role description sets out the main responsibilities for volunteers supporting activities.

**Key Tasks**

* Supporting the Out & About Lead to find suitable venues
* Greet clients and check people on/off transport
* Support less mobile clients while they do their shopping
* Support, chat and have a cuppa with those who are on their own
* Facilitate conversation between clients; make sure everyone is happy - ensuring everyone has an enjoyable experience.
* Helping with the organisation of trips, this could include organising practical resources for the day, or taking client bookings and payments
* Promoting events through a range of avenues

**Personal Specification**

* Sociable and outgoing personality
* Practical skills and good common sense
* Ability to assist with an activity or club
* Ability to understand Health & Safety and adhere to Age UK Merton policies and procedures
* Good communication skills and friendly personality
* Empathy and caring
* Team work
* Ability to follow instructions
* An interest in shopping