

Retail Volunteer Induction

TO BE GIVEN TO VOLUNTEER/STUDENT

Role Description



This role description in no way implies or states that a contract of employment is or will be offered. This is a voluntary, unpaid role.

What your day could involve

- Maintaining high standards of general housekeeping.
- Processing donations (which may involve sorting, steaming, and preparing goods for sale).
- Serving and assisting customers.
- Operating the till.

Your responsibilities as a Volunteer

Age UK Northamptonshire, The William and Patricia Venton Centre, York Road, Northampton NN1 5QJ
Registered charity 1059995

t 01604 611200

- e info@ageuknorthants.org.uk - www.ageuknorthants.org.uk

- To ensure that your personal appearance and code of dress is smart.
- To be polite to customers and the team at all times.
- To maintain confidentiality of customers and fellow team members at all times.
- To report any accidents sustained at the shop to your Manager.
- Ask donors about Gift Aid (training will be given).
- To arrive in good time for your shift and to let the Shop Manager know in advance if you are unable to undertake your shift. Ensure you have the contact details for your shop.

Important Information

- Do not discuss the shop takings in the shop or with the general public.
- Thank donors of clothing, etc in an appropriate manner.
- Be polite, friendly, and tolerant towards our customers and the team.
- Maintain confidentiality at all times. Do not discuss fellow volunteers, staff, or customers with others.
- Refer challenging customers to the Shop Manager.
- Do not give advice on matters other than those directly involved with the shop.
- Refer general enquiries to Age UK Northamptonshire and provide the appropriate contact details.