

Retail Volunteers Roles and Role Profiles – Haslemere Shop

Role	General Description	Specific Criteria
Retail Shop Volunteer [General Role]	<p>This is an opportunity to undertake a satisfying and rewarding role. As part of our team of volunteers you will provide customer support whilst working in a friendly atmosphere providing an extremely useful and appreciated service to the charity.</p> <p>Potential volunteers must have a grasp of the English language.</p> <p>Role includes:</p> <ul style="list-style-type: none"> • Welcoming and assisting customers • Customer service and sales service • Stock control • Sorting donations • Hanging and ticketing stock • Helping to keep store clean and tidy 	<ul style="list-style-type: none"> • Customer service experience • Strong interpersonal skills
Display & Merchandising Volunteer	<p>Utilising your creativity and imagination you can assist with creating instore and window displays. Selecting stock and turning it into something eye-catching and tempting for our customers. This role includes:</p> <ul style="list-style-type: none"> • Selecting stock for dressing windows and interior displays • Organising and planning themes 	<ul style="list-style-type: none"> • An understanding of fashion and current high street trends would be an advantage
Volunteer Driver	<p>A flexible role in which you will use your own vehicle to collect and deliver much needed stock to your elected store</p> <p>Role includes:</p> <ul style="list-style-type: none"> • Collecting donated stock • Dropping stock to charity shop • Transferring donations between shops • 	<ul style="list-style-type: none"> • Full UK driving license for minimum of 3 years • Demonstrate business insurance on your vehicle
Stockroom Volunteer	<p>An organisers dream volunteering role! Based in the stockroom, you will assist with sorting and organising donated stock, getting it ready for the shop floor.</p>	<ul style="list-style-type: none"> • Understanding of fashion labels and the value of brands
Charity Shop Customer Care Volunteer	<p>You will be in the main shop floor welcoming and assisting our customers, ensuring stock is regularly replenished. This is the perfect opportunity for a people person or a fashion fanatic.</p>	<ul style="list-style-type: none"> • Customer service experience • Strong interpersonal skills
Bric-a-brac Volunteer	<p>Do you have an eye for an heirloom? Can you spot what is priceless and what is not? This is a fantastic opportunity to use your experience and</p>	<ul style="list-style-type: none"> • Existing knowledge of bric-a-brac

	<p>interest of bric-a-brac. To support our team to prepare, price and display items of bric-a-brac to maximise sales. The items will be varied, ranging from doorhandles to teacups, and often items of great value including antiques and vintage collectables. It is important to get prices right and this may require research to ascertain an appropriate value. It's equally as important that the items are displayed to maximum effect to create an eye-catching and striking feature.</p>	<ul style="list-style-type: none"> • Knowledge of value of ornaments, glass, porcelain etc • Be prepared to research items to gain price/ value • Interest in antiques and unusual items would be an advantage
Books & media Volunteer	<p>This is an opportunity to utilise your interest in books and media. As part of our team of volunteers you will sort and merchandise book donations, vinyl records, CD's and DVD's. Help to identify that special record or first edition book. Role includes:</p> <ul style="list-style-type: none"> • Categorise books and media • Help identify potentially valuable items • Assist with stock replenishment and rotation • Create eye-catching displays of stock • Think of promotional ideas 	<ul style="list-style-type: none"> • A good knowledge of books and ability to discuss books and media with our customers
Social Media & Marketing Volunteer	<p>A fantastic opportunity to use your experience of social media and networking to undertake a satisfying and rewarding role. You will provide knowledge of the social media presence and posts that will generate interest and excitement in our store and products.</p>	<ul style="list-style-type: none"> • Knowledge of the advantages and disadvantages of social media • Knowledge of IT • Interpersonal and communication skills
Donated Stock Volunteer [reports to Retail Admin post]	<p>Do you walk down the street and say hello to everyone you meet? We are looking for confident volunteers to generate great quality stock. You will help to build and maintain friendly relationships with existing and new business contacts, arranging local collections to your local shop and talking to local businesses about surplus stock. This is a great role for those who love a challenge and a chance to use their existing skills. Ideal for those looking for a role where they can gain experience practicing their transferable skills.</p>	<ul style="list-style-type: none"> • Confident, enthusiastic and great communication skills • Experience of community engagement and relationship building would be an advantage

General to all roles:

- Minimum of 1 x 4 hour shift per week
- Enthusiastic about the work of AUKS
- Willing to undertake a variety of tasks
- Friendly and helpful