



Role Outline

Job Title: Charity Shop Volunteer

Department: Charity Shop

Place of Work: Various destinations available across Wirral

Hours of Work: Minimum of 4 hours per week

Responsible to: Charity Shop Lead

Purpose of Role:

To help with the day to day running of the Charity Shop, raising funds to support services for older people in Wirral.

Main Tasks and Responsibilities

- Sorting donations as they arrive
- Pricing goods
- Creating window displays
- Serving customers and recording purchases
- Sorting, steaming, hanging, ticketing, and sizing donated clothing for sale in the shop
- Keeping the shop clean and tidy
- Interacting with the general public
- Assisting with shop displays
- Using experience in other areas to help the shop manager gain new customers
- Making new friends, becoming part of a team, and learning new skills while raising money for charity.

Requirements

Essential	Desirable
<ul style="list-style-type: none">• Understanding of confidentiality• Understanding of the boundaries of the role• Ability to dedicate a regular time slot to volunteer• Respect and understanding for older people• Honest and trustworthy• Good communication skills• Patience and sensitivity	<ul style="list-style-type: none">• Previous experience of working in retail

Training Given

A training programme will be given to new volunteers before they begin. Subsequent training will be delivered at regular intervals.