

Retail Mystery Shopper Volunteer



Role Description

Role purpose

Age UK Wyvern operate 13 stores across our trading estate of Herefordshire & South Worcestershire. Our stores are here to help raise valuable funds through the sale of new & donated goods to fund our services we offer. We strive to offer excellent customer service & maintain high standards to our supporters and donors when visiting our stores and make us a recognised brand on the high street.

We're looking for people who want to volunteer their time differently and enjoy charity shopping.

Main tasks/activities

Tasks include, but not limited to:

- We're looking for honest, constructive and confidential feedback on the shopping you experience within our stores when making a purchase and donated items to us.
- We would like you to visit our 13 stores anonymously every 3 months and complete a questionnaire on your experience on what we are doing well and where we may need to refocus.

Skills/experience

What were looking for from a Retail Volunteer Mystery Shopper:

- A good eye for detail
- Honest and constructive when providing feedback
- Reliable with good communication skills
- Respectful of confidentiality
- Able to work independently and travel locally
- Retail/Customer Service Background.

Days/hours

Flexible hours between Mon to Sat 9am-5pm /Sunday 10:30am- 4:30pm

Background checks

We would require 1 reference and applicants must be 18yrs +

Still got questions? Contact us on: volunteering@ageukwyvern.org



Apply here!

