



Volunteer Role Description

Age UK York is an independent, local charity, that has been working to support older people for nearly fifty years. We have one hundred staff and over four hundred volunteers helping us to deliver services and activities for older people in York.

Volunteer role:	Retail Assistant
Service:	Shops Age UK York run five shops in the city of York, selling goods and providing a hub in the local community.
Supported by:	Shop Manager
Commitment:	Minimum two hours a week.
Training:	Induction training part one and part two.
DBS:	Not required.

Role purpose

Provide support to Age UK York shop staff, in the general running of the shop.

Personal qualities and experience

Retail assistants demonstrate a friendly, welcoming and helpful attitude towards customers. Reliability is key. Volunteers must be happy to learn to use the till.

Tasks and activities

- Welcome customers and be willing to chat.
- Help customers with sizes.
- Operate the till.
- Tidy shop as required.
- Undertake additional tasks as required by the shop manager.

In return, as an Age UK York Volunteer, you will have the opportunity to:

- Be part of a friendly team and supported in your role.
- Contribute to the retail income of Age UK York, which supports the delivery of services for older people in the city.
- Be part of a local hub, which can be a support to local residents.



Volunteer Agreement

We ask you to:

- Work within the parameters of your volunteer role description.
- Maintain the commitment you choose to make.
- Undertake training and updates.
- Keep appointments and complete relevant paperwork.
- Keep us informed if your circumstances change.
- Inform us immediately of any new criminal convictions.
- Keep to the Age UK York policy regarding confidentiality.
- Keep to the Age UK York policy regarding data protection.
- Promote the work of Age UK York in your local community.
- Feel able to tell us if you are dissatisfied in any way.
- Keep to all other Age UK York policies and procedures, summarised in the volunteer handbook and available in full on request or via the website.

Please sign to confirm that you have read and understood the above.

Name:

Signature:

Date:

This agreement is binding in honour only, is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intends any employment relationship to be created either now or at any time in the future.