



## VOLUNTEER ROLE DESCRIPTION FOR Volunteer Shop Assistant

**Department:** Shops/Products

**Role Location:** West Bridgford Retail Shop (Age UK Notts, 28a Gordon Road, West Bridgford, Nottingham, NG2 5LN)

**Role Support:** You will be supported by the Manager and Asst. Manager of the shop.

### What is the purpose of this role?

**The West Bridgford Shop** is part of the commercial / Income generation team.

This role is to support the work of the staff to maximise the income generated from the donations which provides the Charity with vital funds to run our services. The role involves volunteering both in the back shop behind the scenes and in the shop itself.

### What impact does this role have?

This role helps the shop to run efficiently and effectively, and to sell products for Age UK Notts, which in turn, generates funds to allow Age UK Nottingham and Nottinghamshire to continue to run effective services.

### What activities might you be involved in?

#### Front of shop

- Engaging with our customers, in a friendly and welcoming way.
- Ensuring customers experience excellent customer service
- Maintaining the look of the shop displays so that customers have a positive shopping experience.
- Restocking shelves and rails as and when needed
- Maintaining a tidy clean and safe shopping / working environment
- Taking and processing payments from customers (including card payments following appropriate training)
- Accepting donations from supporters that visit the shop and encouraging those who are tax payers to sign up to Gift Aid in order to generate a further 25p in every £1 for the Charity.

#### Back Shop

- Accepting donations and ensuring that donations that have been Gift Aided are separated and clearly labelled with the correct Gift Aid number
- Sorting through donations to identify:
  - items that can be sold in the shop,

- items that can be ragged or sold as scrap and
- items of higher value that need to be sold on elsewhere
- Labelling all saleable items with price tags and if appropriate Gift Aid numbers
- Steaming items of clothing and placing on appropriate hanger in preparation for sale
- Maintaining a clean, tidy and safe working environment.
- Use of the internet to share shop stock on Social Media.
- Volunteering in line with the Charity's policies and procedures and adhering to the Volunteer Code of Conduct.

## **What are we looking for?**

- A genuine interest in the wellbeing of older people
- An enjoyment of chatting with customers and offering good customer service
- An ability to get on well with others and to volunteer as part of a team
- A calm, sensitive, personable and positive approach.
- A willingness to learn how to use the shop tills and to process card payments
- Ability to use and have access to the internet to share stock on social media.

## **When would you be needed to volunteer?**

A minimum of either one morning or one afternoon. The shop is open Tuesday to Saturday from 9am until 4pm.

## **What training will you be given?**

You will be given all the training you need to enable you to carry out your role which will include a thorough induction to the shop.

## **What can you gain from this opportunity?**

- The chance to make a difference to an older person's life
- The opportunity to learn new skills
- The opportunity to meet new people and make new friends
- Experience to add to your CV
- A comprehensive training programme
- Ongoing support, ensuring your volunteering experience is a fulfilling and positive one
- Reimbursement of out of pocket expenses as defined in the Age UK Notts Volunteer Handbook

## **Additional Information**

Please note a Basic DBS (Disclosure and Barring check) is required for this role which will be undertaken by the Charity at no cost to the volunteer, after being offered the role.