

Role Description – Volunteer Shop Assistant

Role Location:	Shop Locations: Allenton, Allestree, Ashbourne, Beechdale, Beeston, Borrowash, Bramcote Lane (Wollaton), Chaddesden, Draycott, Duffield, Heanor, Ilkeston, Littleover, Long Eaton, Melbourne, Oakwood, Sandiacre, Stapleford & Willington.
Commitment:	Most volunteers offer half a day a week, more or less is accepted
Responsible to:	Shop Manager

The volunteer opportunity – How you can make a difference

Following successful induction and mandatory movement & handling training, your role may involve the following:

- Working at the till point, serving customers directly
- Processing stock, including sorting donations, steaming clothes, pricing goods and putting stock out on the shop floor
- Helping put together window displays
- Deciding where to place stock to make the best use of the space in the shop and to attract customers and assist customers with purchases
- Removing old stock from the shop floor and bagging up unsold stock for refuse/recycling
- Helping to maintain a safe working environment and comply with the requirements of any risks assessments for the shop.

The tasks outlined here are negotiable with your shop manager

Skills & Qualities – Will the role suit me?

- Reasonable level of numeracy and literacy
- Trustworthy, Reliable, Punctual and Committed
- Ability to work as part of a team
- Customer service skills
- Presentable with a positive, friendly attitude,

Additional information - What else do I need to know?

- This role often involves lifting, carrying and moving stock, whilst training is given a reasonable level of fitness is desirable
- Please speak to the shop manager if you have any special requirements; they may be able to support you
- Free parking is not available at all shops and parking fees are not usually refunded

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