



WORKAID - SHOP VOLUNTEER



Job Description

Job Title:	Shop Volunteer
The role:	To assist in the efficient running of the Workaid Shop, providing a good quality retail service and promoting the good reputation of Workaid
Responsible to:	Shop Supervisor
Overall Responsibility:	Development Manager

Person Specification

	Essential	Desirable
Experience		Previous retail experience, particularly in a charity shop
Knowledge		Special knowledge of one area of merchandise eg tools An understanding of what Workaid does and ability to act as an ambassador for the charity
Skills	Ability to work as part of a team and use initiative Happy to talk to a wide range of customers	
Attributes	Enthusiastic, cheerful disposition, honest and dependable Flexible approach, pro-active Good general health as job may involve some heavy lifting	Good organisational skills

Key Responsibilities:

- Assisting in spotting suitable donated stock
- Sorting donated stock, cleaning stock as necessary
- Assisting in pricing of stock if necessary
- Arranging stock on shelves and in displays
- Serving customers and handling money
- Assisting in removal of old stock from display, rotating stock and disposal of stock as necessary
- Maintaining a clean and tidy shop and stock room area at all times
- Act as an ambassador for Workaid, maintaining good relations with the public
- Actively support equal opportunities
- Follow all procedures, especially Health & Safety regulations
- Report any problems to the Shop Manager

Notes:

This role description is not intended to be exhaustive in every respect, but rather to clearly define the fundamental purpose and responsibilities of the role. It is subject to periodic review.

In addition to the contents of this role description, volunteers are expected to undertake any and all other reasonable and related tasks allocated by the Management Team.