



RETAIL VOLUNTEER - ROLE DESCRIPTION

Responsible to:	Store Manager
Time Commitment:	Around 4 hours per week is hoped for
Location:	Old Walsall Road, Hamstead, B42 1NP

About the Shop

Our Hamstead shop is a small community shop selling donated products to raise funds for Age UK Birmingham & Sandwell's services

About the Role

Volunteers are key for the day to day functioning at Hamstead Shop. Our volunteers will sort stock, create interesting window displays, and attend to customers. In this volunteer role you will be responsible for a range of tasks including:

- Provide excellent Customer Service
- Operate the till and handle cash and card transactions
- Process stock including steam, hang, ticket, and size donated items
- Provide information leaflets and signpost any enquiries for Age UK Birmingham & Sandwell services
- To help keep the shop and storeroom functioning and operational, and ensure Health & Safety compliance
- To undertake Age UK Birmingham and Age UK Sandwell induction programme and additional relevant training where required

Personal qualities and skills most suited to this role

- Punctuality and reliability is critical to this role
- Experience in customer service, ideally in retail
- Friendly manner and good communicator
- Team player
- Basic IT skills
- Ability to carry out your role unsupervised, using own initiative as required



Contact Details

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Or apply online by [CLICKING HERE](#)