

Location: Charity Shop, Darwen

Role: Sales, sorting and processing

What your responsibilities will be:

To assist the Shop Manager and Assistant Shop Manager in the running of the Charity Shop including preparation of goods for sale to ensure that the shop rails are full and shop revenue is maximised.

What you will need to be able to do:

- ✓ Provide excellent face to face customer service
- ✓ Be alert and vigilant whilst on the shop floor
- ✓ Accurately use an automated till and barcode scanner
- ✓ Maintain confidentiality and have a discreet manner
- ✓ Sell to customers
- ✓ Use a steamer and tagging gun

Time Commitment required:

This role is suitable for short term volunteering

How much training and how long it will take?

All volunteers are required to complete mandatory online training before they start volunteering – this can take up to 5 hours

There is also additional training required for this role

The qualities you need for the role:

- ✓ Honesty
- ✓ Reliability
- ✓ A pleasant, polite and confidential manner
- ✓ Good communication and customer service skills
- ✓ An awareness of fashion and up to date trends
- ✓ Accuracy and a good eye for detail

Things you MUST agree to:

- * Comply with Age UK Blackburn with Darwen policies at all times, especially those regarding Equal Opportunities, Health & Safety and Confidentiality
- * Undertake required mandatory training, provided by the organisation to comply with current legislation
- * Participate in annual volunteer reviews
- * Keep your manager informed when you are unable to attend or of other things that affect your volunteering i.e: health conditions

Fundraising - As a local independent charity, fundraising is vital to the continuation of our local services for older people. There are lots of ways of supporting us through helping with bag packs or bucket collections, delivering posters, helping at events, undertaking sponsored activities, sharing our social media posts, donating to and buying from our Charity Shop in Darwen. All volunteers are asked to support us in this way.

S:\General\Volunteers\Role Outlines\Charity shop\2024\Sales sorting and processing.docx