

**Volunteer Role Profile**

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| **Role Title** | Retail Volunteer |
| **Role summary** | The Retail Volunteer supports the day to day running of the retail element of our Community hubs, raising funds to support services for older people in Bradford District. This includes operating the till, providing an excellent service to our customers and promoting gift aid. Our locations are; Idle, Wrose, Shipley, Keighley, Allerton and Queensbury. |
| **Suggested Commitment** | Volunteer hours are negotiable. However, we would prefer volunteers to complete at least one-half day shift per week.  Minimum suggested commitment of 6 months |
| **Supported by** | Hub Development Co-ordinator/ Head of Retail & Distribution |
| **Main Tasks**   * Provide a professional and friendly retail environment * Advising and helping customers to make their purchase * Operating a till and handling various methods of payment * Working as part of a team and on occasions under own initiative. * Contribute to the general housekeeping * Accepting donations and promoting gift aid * Welcoming customers and providing excellent customer service to increase sales | |
| **Benefits of volunteering with Age UK Bradford District**   * The opportunity to build skills and experience * Excellent training opportunities * Excellent support as part of a friendly team | |
| **Induction, Learning & Development**  Volunteers will take part in a welcome session with a group of volunteers from across the charity.  They will then be supported to complete a number of e-learning courses and training on the job.  Volunteers will be able to access a range of other learning opportunities once they have been volunteering for a number of months. | |
| **Skills and competencies**   * Good communication skills * Polite, friendly and approachable attitude * To be reliable and non-judgmental * To work with minimum of supervision * A willingness to learn and ability to follow instructions and guidelines * Literacy and numeracy skills (for volunteers operating the till) * Willingness to follow Age UK Bradford District values, policies and procedures, including Health & Safety, Data Protection & Confidentiality, Equal Opportunities. * Polite and courteous at all times * A basic understanding of older people and an appreciation of issues facing older people | |
| **Organisational Values**   * Responsive * Supportive * Caring * Respectful * People centred * Passionate | |
| **Expenses**  AGE UK Bradford District will pay for any out of pocket travel expenses associated with your volunteering (40 pence per mile and reasonable public transport costs i.e buses / trains) with tickets/receipts.  Volunteers who volunteer for over 5 hours on a day will be entitled to a lunch payment of £2. | |
| **Next Steps**  Email volunteering@ageukbd.org.uk or phone 01274 391190 for further details. | |