

## Retail Volunteer

Age UK Hillingdon, Harrow, and Brent is a charity dedicated to supporting older people in our community. We offer a wide range of services and activities aimed at improving the quality of life for older adults, helping them stay active, independent, and connected. Our mission is to ensure that every older person can live their life to the fullest, with dignity and respect.

We seek a dedicated, organised volunteer to support the Manager and shop team in raising funds to meet sales targets. Your efforts will help increase charitable income, reach more older people, and enable them to "love later life."

### **What will you be doing:**

#### **Customer Service:**

- Greet and assist customers in a friendly and professional manner
- Provide information about our charity's mission and activities
- Help customers with their purchases and enquiries
- Answer the telephone when directed
- Promote the charity's Gift Aid scheme to maximise donations

#### **Till Operation:**

- Operate the cash register and handle transactions accurately
- Process payments by cash and card
- Ensure the till area is clean and organised

#### **Stock Management:**

- Sort, price, and display donated items according to shop guidelines
- Ensure stock is rotated regularly to maintain a fresh and appealing shop floor
- Assist with the preparation of items for sale, including cleaning and minor repairs if needed
- To sort and price all donated items, ensuring that only those of an acceptable standard are retained for selling
- To steam/iron clothes selected for selling
- To clean and wash bric-a-brac items selected for selling

#### **Visual Merchandising:**

- Assist in creating an attractive window and in-store displays to maximise sales
- Keep displays tidy and well-presented

#### **Donations Processing:**

- Accept and record incoming donations, thanking donors for their support
- Ensure donated items are sorted and processed efficiently

- Follow guidelines for items that cannot be sold and ensure appropriate disposal

### **Shop Maintenance:**

- Keep the shop floor, changing rooms, and back areas clean and organised
- Assist with regular cleaning duties, including dusting and vacuuming

### **Team Collaboration:**

- Work closely with other volunteers and shop staff to create a positive and supportive team environment
- Attend volunteer meetings and training sessions as required

### **What we are looking for:**

No formal experience is needed, as all necessary training will be provided, but you will need to possess the following qualities:

- **Interpersonal Skills:** Friendly, approachable, and able to communicate effectively with a diverse range of people
- **Reliability:** Punctual and dependable, with a commitment to regular volunteering hours
- **Team Player:** Able to work well within a team, taking direction and supporting colleagues
- **Organisation:** Good organisational skills and attention to detail
- **Enthusiasm:** A positive attitude and willingness to support the charity's mission

### **Benefits of Volunteering:**

- Gain retail and customer service experience
- Meet new people and be part of a friendly team
- Develop new skills and enhance your CV
- Support a worthwhile cause and make a difference in your community
- Receive volunteer training and support from our dedicated staff

### **What can you expect:**

- Clearly defined voluntary role within the organisation
- Support your development within the role and your personal development by offering appropriate induction, training and feedback opportunities
- Out of pocket expenses

### **How to Apply:**

If this sounds like you, we'd love to hear from you! Please sign up to be a volunteer by going to <https://www.ageuk.org.uk/hillingdonharrowandbrent/get-involved/volunteer-for-us2/apply-to-volunteer2/> and fill in our quick and easy form or email [volunteering@ageukhnb.org.uk](mailto:volunteering@ageukhnb.org.uk) or call 020 8756 3040 if you have any accessibility needs.

Join us and help make a real impact in our community. We can't wait to work with you!

**This role outline is binding in honor only and is not intended to be legally binding.**

**Age UK HNB is an equal opportunity organisation.**

Age UK Hillingdon Harrow and Brent is committed to safeguarding and promoting the welfare of all older people and children within the London Boroughs of Hillingdon Harrow and Brent



Registered with  
**FUNDRAISING  
REGULATOR**