



Retail Volunteer

<p>Purpose</p>	<p>Our team of retail volunteers will assist the Shop Manager to run the new Age UK Waltham Forest Charity Shop. They will help create a welcoming and appealing space that customers want to visit and support.</p> <p>If you have a particular passion you'd like to focus on please let us know – we are looking for people to help with all aspects of the shop including helping with book sales; clothing; bric-a-brac; listing things on online websites...the list is endless.</p> <p>Our brand new charity shop will raise essential funds for our work to support local older people to live fulling and independent lives.</p>
<p>Project Manager</p>	<p>Shop Manager</p>
<p>Location</p>	<p>Bakers Arms, Leyton E10</p>
<p>Time Commitment</p>	<p>4 hrs a week (you would need to commit to volunteer at a regular time each week)</p>

Responsibilities

- To assist the Shop Manager in sorting, sizing and tagging donated goods.
- Replenish stock in the shop as required.
- Assist in keeping the shop clean and tidy.
- Assist customers in a polite and friendly manner.
- Operate the till and serve customers.
- Help with window and other displays where required
- Undertake other tasks as required by the Shop Manager.

Skills and Attributes Needed

- Customer Service skills including a pleasant and friendly manner
- Good communication and interpersonal skills.
- Basic numeracy skills.
- Ability to act on own initiative.
- Enjoy working as part of a team.

<p>What we expect from our volunteers</p> <ul style="list-style-type: none"> • For you to be committed and reliable 	<p>What the volunteer can expect from us</p>
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<ul style="list-style-type: none">• For you to be aware of Health and Safety issues at all times• For you to work within Age UK Waltham Forest's Equal Opportunities Policy and Confidentiality Policy• For you to attend a one-off induction	<ul style="list-style-type: none">• You will receive an induction to the organisation and to your role• You will be provided with training and ongoing support
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DBS (formerly CRB) checks are required for Volunteer roles for one-to-one work with older people. We will arrange this for you if your role requires it and you will not incur any costs.

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