

Volunteer Role Description

Title:	Retail Volunteer
Overall purpose of role	Provide support to an Assistant Manager and shop team, assisting Age UK HHB raise funds by helping us to exceed our sales targets – so that, by increasing our charitable income, we can reach even more older people.
Outline of activities	<ul style="list-style-type: none"> • 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. • To assist with arranging items for display. • To serve customers and operate the till. • To keep the stockroom and retail areas clean, tidy and free from hazards. • To take every opportunity to sell all items. • To maintain a customer friendly atmosphere at all times. • To answer the telephone when directed. • To sign up new Gift Aid customers • To sort items into saleable merchandise for eBay site. Be able to recognise stock that will generate more income online as opposed to a high street shop. Prepare products for sale by steaming (if applicable), sizing, labelling, photographing each item onto eBay. Create eye-catching, accurate descriptions for each product to maximise sales by considering their brand, uniqueness, quality and seasonality.
Personal qualities and experience	<p>No formal experience is needed, as all necessary training will be provided. However, you are required to possess the following:</p> <ul style="list-style-type: none"> • Empathy and an understanding of issues facing older people returning home from hospital • Patience and sensitivity • Enthusiasm • Reliability

	<ul style="list-style-type: none"> • Good interpersonal skills and be able to talk to a wide variety of people • Ability to speak with those hard of hearing • A commitment to the role <p>with the additional areas being desirable:</p> <ul style="list-style-type: none"> • Interest in fashion and an appreciation of quality and knowledge of brands. • Understanding of the internet and familiarity with eBay site.
<p>A commitment to the role</p>	<ul style="list-style-type: none"> • We would appreciate any time commitment. However, a regular commitment of the shift applied for, for a minimum of 6 months would be ideal. • Attend team meetings twice a year • Attend an Annual Review Meeting with your Assistant Manager • Attend Induction, Safeguarding, Dementia Awareness, Professional Boundaries and Moving and Handling training provided by Age UK Hillingdon, Harrow & Brent • Occasional training relevant to this volunteer role. • You will not undertake any form of employment (whether paid or unpaid) for any person (including Age UK clients) that you have met as a result of carrying out your duties. Furthermore, you will refrain from contacting any person (including Age UK clients) that you have met as a result of carrying out your duties, nor will you provide such persons with the means of contacting you directly outside of the formal means within the service.
<p>What can you expect from volunteering at Age UK Hillingdon, Harrow & Brent</p>	<ul style="list-style-type: none"> • Clearly defined voluntary role within the organisation. • Provide induction, information and training to enable you to carry out your role effectively. • Support your development within the role and your personal development by offering appropriate induction, training and feedback opportunities. • Provide you with the policies, procedures and standards of the organisation in relation to volunteers. • Provide an accessible complaints procedure. • Provide references where needed after 6 months volunteering • Out of pocket expenses • You will become a member of the organisation

Still interested?	volunteerhub@h4all.org.uk 07395-282-825 www.h4all.org.uk and complete the volunteer application form
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This role outline is binding in honors only, and is not intended to be legally binding

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