

## Volunteer Role Profile

<b>Role Title:</b>	Charity Shop Assistant
<b>Responsible to:</b>	Charity Shop Manager
<b>Role Purpose:</b>	To assist in creating a shop that is clean and welcoming, where customers feel at ease, goods are displayed well and sold efficiently
<b>Hours:</b>	Half or full day once a week
<b>Key Tasks:</b>	<ul style="list-style-type: none"> <li>• To ensure that all customers are greeted and assisted in a courteous and friendly manner</li> <li>• Under the direction of the Manager, to operate the till and card machines accurately, and to make sure all payments are recorded and kept securely</li> <li>• To assist in creating displays in the windows and on the shop floor, and to assist in keeping the shop clean</li> <li>• To help move goods in and out of the shop, as required by the shop manager</li> <li>• To help sort and clean donated goods and dispose of items not suitable for sale</li> <li>• To help with the annual stock taking</li> </ul>
<b>Skills and Qualities Required:</b>	<ul style="list-style-type: none"> <li>• Friendly and approachable</li> <li>• Willing to learn how to use a till/card machine</li> <li>• Able to commit to volunteering weekly</li> <li>• Happy to take on different tasks as needed</li> </ul>
<p>We ask you</p> <ul style="list-style-type: none"> <li>• To give reasonable notice when possible if you are not able to come in</li> <li>• To read and sign the joining documents</li> <li>• To read the Volunteer Guidelines and follow all procedures given within it</li> <li>• To work within the required Health and Safety Guidelines</li> <li>• To attend relevant training and team meetings where required</li> <li>• To advise your manager of any difficulties concerning your volunteering</li> </ul>	
<p>It is essential that all volunteers are in sympathy with and are able to reflect the aims of the Trust as detailed on the Application Form.</p>	

This role profile is not intended to create any contractual relationship and the arrangement may be ended at any time at the discretion of either party. Neither of us intends any employment relationship to be created either now or at any time in the future.