

Retail Volunteer Role Description Template



Registered Charity (if applicable)

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| Position Title | Retail Volunteer |
| Location | |
| Department | |
| Time Commitment | |

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| Role Description | <p>This is a varied and enjoyable role being the public face of [organisation] as part of our busy retail team assisting in the running of our shop.</p> <p>If you have experience or knowledge of visual merchandising, antiques, books, film, etc. We would be interested in discussing a particular role for you using these skills if you would wish.</p> |
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| Key Responsibilities | <ul style="list-style-type: none"> ➤ Sorting donations ➤ Prepare and price donations ➤ Create eye-catching window and in-store displays ➤ Till operation ➤ Promoting gift aid donations ➤ Stock taking ➤ Arranging deliveries and reserving stock for customers ➤ Maintaining a tidy, inviting and safe shop environment ➤ Being part of creating a friendly and welcoming shopping experience for customer. |
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| Skills, Qualities and Experience | <p>Skills</p> <ul style="list-style-type: none"> ➤ Friendly and approachable with an emphasis on providing good customer experiences ➤ Work well as part of a team, but able to work independently when needed ➤ Good level of numeracy (especially if using the till) <p>Qualities</p> <ul style="list-style-type: none"> ➤ Reliable and able to make a regular commitment ➤ Ability to work with a range of people ➤ Enjoy meeting people <p>Experience</p> <ul style="list-style-type: none"> ➤ Experience, interest or willingness to learn about retail and fashion |
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| Benefits to you | <ul style="list-style-type: none"> ➤ Gain retail experience ➤ Apply or learn a wide range of retail and marketing skills ➤ Being part of a team raising funds for a worthy local cause ➤ Meet new people and make new friends ➤ Gain experience that can be added to your CV ➤ Gain confidence for starting or returning to a work environment |
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| Training | List training available to volunteer and any required induction training |
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| Supervising Staff Member | |
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| Supervisor's Contact Details | |
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| Volunteer Coordinator Contact Details | |
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| Additional Comments |
| Insert additional information about the role ie Does it require a DBS check? Are references needed? Must the volunteer complete any induction training before starting? Will they be asked to an informal interview? Other considerations may be: At times, you will handle personal and sensitive information, maintaining confidentiality is therefore essential. Hours for this role are flexible within certain limits but a regular commitment to agreed times is necessary. |

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| About [organisation] |
| Give information to sell your organisation here |

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| Travel Information |
| Include information such as bus routes, nearest train station, parking |



For more information and an application form, please contact [role/staff member]:

Organisation Name

Address

Telephone :

contact email

website

volunteer page on website direct address if using