

## JOB DESCRIPTION

Senior Volunteer Rochdale resource shop

### Purpose

To support the charity shop operation, supporting the recycling of donated items, generating revenue to support local and selected organisations either financially or by re-donated items. Supporting the operation in other areas when required

### Key Accountabilities

1. Lead the sortation of donated items
2. Preparing items for sale
3. Ensuring item items are correctly priced
4. Maintain display disciplines
5. Accurately completing cash and card sales
6. Provide excellent customer service
7. Maintain and safe, secure and clean environment
8. Participate in the supervision of other team members

### Actions

#### SORTATION

Ensure donations are fit for purpose, clean and working. Preparing for shop floor, storage or re-donation, any items that are unsuitable prepare for recycling organisations or waste disposal. Carry out small repairs on furniture

#### PREPAREING ITEMS FOR SALE

Clean items and see they are working,

#### PRICING

Item should be consistently priced and clearly visible to the customer placing price stickers in the top right hand corner where possible, larger items should be priced using carded price tickets and placed in sign holder or attached using Kimble gun

#### DISPLAY MAINTANIANCE

Product grouping is important to assist customer selection avoid random dumping please ensure given sections are not contaminated, regular cleaning of shelves can enhance displays, damaged fixtures and fittings should be replaced

#### TILL OPERATION

Once trained till operators must complete each transaction accurately either cash or card where available. Only trained staff over 15yrs should use the till. Purchases should be packed in suitable bags. Requests for collection of donations should be accurately recorded on order form provided. Similarly any deliveries must be recorded on delivery forms unless you can guarantee a delivery date and ETA. Then offer to contact later. Product can be held for 24 hrs then returned to sale. Key errors should be reported to senior person and validated. This is the point where excellent customer experience is required and can help in securing repeat visits. Avoid part payment where possible

complete till reconciliation and record sales activity accurately, make payment into bank/ post office. From time to time we will support the selection and collection of items from social services

#### EXCELLENT CUSTOMER SERVICE

Make sure you know the benefits of each item, engage with customers to facilitate a sale In any retail operation customer service is vital, an inviting, well set up shop with items clearly priced and with a clean orderly and safe environment goes a long way to delivering a satisfactory experience for the customer resulting in repeat visits and increased sales. Because 50% of the experience is in personal interaction, things to do include being polite, helpful and respectful of customer requests. Being prepared to go that extra mile offering a smile, never saying I don't know is stead of I'll find out. Ensure you contribute to a good working relationship with your co-volunteers working in harmony.

#### SAFE SECURE WORKING ENVIRONMENT

Keep walk ways clear of obstructions, regular sweeping and hoovering on a daily basis, ANY hazards you find should be corrected as soon as possible real or perceived, if you cannot correct then inform the most senior Volunteer. Clean as you go should be your moto. Accident should be recorded in correct manner (including near misses). When at work always consider the safety of others. Only use approved cleaning materials and read instruction before use. Deputise in the opening and closing of the shop ensuring all doors and escape and entry roots are open during trading times and locked securely at the end of day. Be part of the key holders.

#### SUPERVISION OF VOLUNTEERS

Support in the planning of activities, give clear direction to the colleagues of jobs to be done, work with and encourage job completion. Help with training and induction of new volunteers. Recognise good work.

#### **Personal Attributes**

Whilst not essential would be preferred

Team player, Flexible working hours, organised, methodical, strong work ethic, reliable and trust worthy with a wiliness to take on other responsibilities Varying levels of numeracy, literacy and reasonable communicative skills