



Relate Derby & Southern Derbyshire

Volunteer Shop Assistant Role Description

The Role

Volunteer shop assistants help in the day-to-day operation and smooth running of the Relate Charity Shop. The role includes serving and dealing with customer enquiries, handling money, sorting out display and stock items, dealing with contractors and others (both face-to-face and via the telephone), ensuring the shop is clean and tidy and other general duties.

Person Specification

1. Experience of general retail work / environment.
2. Experience working with and supporting others.
3. Cash handling experience in a retail setting is desirable.
4. Ability to deal with basic financial procedures (e.g. operating cash till).
5. Good communication (particularly verbal) and interpersonal skills.
6. Ability to work to instruction.
7. Ability to work on own initiative.
8. Good sense of humour.

Main Duties and Responsibilities

1. To assist in putting out items for sale.
2. To help maintain a clean and orderly shop.
3. To greet customers and offer assistance as required.
4. To handle cash payments/donations.
5. To deal directly with members of the public, other volunteers, Trustees and other professionals.
6. To keep appropriate financial control systems as requested by the Voluntary Shop Manager / Shop Assistant - in charge.
7. To adhere to the Relate Centre's policy, guidance and procedures as directed.
8. To complete activities/functions as necessary and as directed by the Voluntary Shop Manager which reasonably fit within the remit of the post.