



JOB DESCRIPTION – VOLUNTEER SHOP ASSISTANT

Responsible to:	SHOP MANAGER
Hours:	The shop will be open Monday to Saturday 9.00 am – 5.00pm. We would like volunteers to ideally work mornings or afternoons
Place of Work:	Grove Road, Langney shopping centre, Green St or Hampden Park

PURPOSE OF JOB

To help with the day to day running of the Charity Shop, raising funds to support services for older people in Eastbourne.

MAIN DUTIES AND RESPONSIBILITIES

- To serve customers and provide a good level of customer service.
- To work with staff and other volunteers to sort, steam, hang, ticket and size donated clothing for sale in the shop
- To help keep the shop clean.
- To assist with shop displays.
- To administer Gift Aid procedures and maximise opportunities to generate Gift Aid income.

PERSON SPECIFICATION

- An interest in the shop, and an enthusiasm for raising money through its work.
- The ability to work as part of a team.
- A flexible approach
- Able to provide a friendly, high quality service to customers.
- Basic numeracy
- A sense of humour
- Good timekeeping
- A willingness to undertake training required for role.

Reasonable travel expenses will be paid