



Volunteer Role: Shop Assistant

Volunteer Purpose: To support the running and management of our in-scheme shop; ensuring that it is a well-stocked, warm, welcoming place where customers receive excellent service.

Reporting to: Scheme Manager

Disclosure level: Standard

Key Volunteer Responsibilities:

- Providing a positive and friendly experience by interacting with customers, advising and assisting them as required.
- Processing customer payments using the shop's Point of Sale (POS) system.
- Checking identification to verify legal age requirements for customers.
- Monitoring and replenishing the supply of stock on the shelves.
- Assisting with stock deliveries to shop.
- Performing end-of-day cleaning duties, which may include wiping down windows, mirrors, and fixtures as well as sweeping and mopping the shop floor.
- Addressing and resolving customers complaints in a professional manner.

Role Specific Skills & Behaviours

- The ability to use labeling and pricing equipment as well as Point of Sale (POS) software.
- The ability to work in a fast-paced environment.
- Strong organisational skills.
- Effective communication skills.
- Exceptional customer service skills.
- Detail-oriented.