

JOB DESCRIPTION FOR

SHOP ASSISTANT (VOLUNTARY)

Based at:
Headway Charity Shop-
Great Barr OR
Rubery

Reports to:
Shop Manager

Grade: Voluntary
Hours: Minimum of 1 day per week.

Headway Birmingham & Solihull is a registered charitable company, affiliated to Headway – the brain injury association. We promote greater understanding of all aspects of brain injury and to provide support, information and services for people with brain injury, their family and carers.

OVERALL PURPOSE OF THE SHOP ASSISTANT

Helping to raise money at Headway Charity shop to fund services for brain injured people and their families.
Participating in general tasks at the Charity Shop

KEY DUTIES

These are a list of all the possible shop duties.

Volunteers' duties are flexible to meet your skills and desires. Full training and support given.

1. Help customers as required in the shop
2. Serve customers at the till.
3. Keep items tidy, dusted and neaten up clothes on rails etc
4. Help with window displays
5. Help keep the shop clean and tidy
6. Make drinks
7. Help price/label items
8. Help sort in the back room/unpacking donated items
9. Steam/press clothes
10. Help at outside stalls/fetes etc
11. Join in the wider HBS events fundraising
12. Promotion and leaflet distribution

PERSON SPECIFICATION FOR GENERAL SHOP ASSISTANT (VOLUNTARY)

FACTOR	ESSENTIAL	DESIRABLE
EDUCATION	None.	None.
QUALIFICATIONS	None.	None.
PRACTICAL EXPERIENCE	No previous shop experience required, however, all volunteers must be capable of completing any or all the following practical tasks: steaming, sorting donations, using the till, moving bulky items and stocking shelves	Previous retail experience/use of till Ability to drive the minibus (and category D on license)
PHYSIQUE AND PERSONAL CIRCUMSTANCES	A friendly manner with neat and clean appearance Exercise tolerance, positivity and professionalism. Able to stand for lengthy periods of time (due to space limitations/very limited seating)	
APTITUDES	Able to work as part of a team whilst also being able to use own initiative Able to follow all policies and procedures & report concerns	Able to notice and manage potential problem situations Quick thinking and able to respond positively.
COMMUNICATIONS	Good interpersonal skills, maintaining positivity, never retaliating to customer complaints. Able to communicate clearly and confidently Discreet and able to keep confidence.	Able to suggest new ideas or improvements.
ATTITUDE	Self-motivated Punctual, reliable and trustworthy. Flexible and co-operative. Displays sensitivity and respect in all relations with customers.	Enthusiastic to learn and to develop own knowledge and competence.
DISPOSITION	Can exercise patience when required. Calm, collected and caring at all times. Can take advice / criticism. Respectful of others' views / beliefs.	A sense of humour.
PRACTICAL/TRAINING REQUIREMENTS	Able to complete onboarding including DBS application including providing ID, references (at least 1) Able to complete online training (e-learning) and in-house mandatory training relevant to the role, which will include (but not restricted to) manual handling and customer service skills	

Please note: whilst we encourage applicants of all abilities to apply, due to space limitations in our shops we may not be able to accommodate anyone who will need to sit for long periods of time. However, where this is the case, each case will be considered on its own merit, and where possible alternative arrangements/volunteering offered where available/suitable.