**Volunteer Role Description**

|  |  |
| --- | --- |
| **Role Title:** | Volunteer Gift Shop Assistant |
| **Employer:** | Small Woods Association, registered charity 1081874  |
| **Location:** | The Green Wood Centre, Coalbrookdale  |
| **Agreed hours:** | 9 am to 1 pm, or 1pm to 5 pm, Fridays, Saturdays or Sundays |
| **Responsible to:** | Small Woods Senior Fundraising & Communications Manager  |
| **Responsible for:** | N/A |
| **Role Purpose:** To support Small Woods’ new Giftware Shop as a retail sales assistant. To act as an information point for The Green Wood Centre SiteTo promote Small Woods membership to interested members of the public/customers |
| **Main tasks: (All necessary training will be provided)*** To process customer purchases using ‘Square-up’ system and/or cash.
* To maintain accurate records and undertake ‘end of day’ procedures for sales
* To ensure shop displays are topped up, refreshed and well-presented.
* To act as a focal point for people requiring basic information about Small Woods and the Green Wood Centre site. To hand out leaflets as required
* To discuss the benefits of becoming a member of the Small Woods Association and to promote membership where appropriate
 |

**Person specification:**

|  |
| --- |
| **Desirable** |
| Please note that none of the below skills are required to volunteer for us, however it would be great to learn more about any skills you have on your application form linked to the below skills:* An interest in, or some experience of, retail sales
* Confident with using ‘square-up’ or similar payment system (training provided)
* Friendly, outgoing personality with good communication skills
* Willingness to engage with customers and offer advice and information
* Ability to work in a confidential manner
* Reliability
 |