**BIRMINGHAM & SOLIHULL WOMEN’ AID**

**CHARITY SHOP VOLUNTEER ROLE DESCRIPTION**

**Volunteer Position:** Shop Assistant

**Overview:** As a Shop Assistant, you play a vital role in the day-to-day operations of our charity shop. Your responsibilities will include sorting and processing stock, working behind the till on the shop floor, and ensuring the shop is well-stocked and organized.

Responsibilities:

* Processing stock including sorting, hanging and tagging items.
* Providing excellent customer service, including greeting, serving, and assisting customers.
* Operating the till during transactions.
* Restocking shelves and maintaining a tidy shop environment.
* Engaging with customers professionally and empathetically, sharing information about the support BSWA offers.
* Communicating and upholding BSWA's values in all interactions.
* Time Commitment: We ask for a commitment of at least 3 hours per week, however we offer flexible roles to accommodate various schedules. Your dedication ensures the smooth operation of our charity shop and contributes to our mission.

**Training and Support:** We provide a comprehensive induction as well as training sessions to ensure you feel confident in your role. Whether you're new to retail or have previous experience, our team is here to support your journey as a valued Shop Assistant.

**How to Apply:** If you are enthusiastic about supporting our cause and are interested in becoming a Shop Assistant, please fill out our volunteer application form, which you can find on our website. For any inquiries or additional information, contact Shop Manager Demi Marshall *(*[*demi.marshall@bswaid.org)*](mailto:demi.marshall@bswaid.org) or Volunteer Co-ordinator Sanah Ghazni *(*[*Sanah.Ghazni@bswaid.org*](mailto:Sanah.Ghazni@bswaid.org)*)*

We look forward to welcoming you to our dedicated team of volunteers at BSWA!

­­