**Title of Role: Volunteer Charity Shop Assistant**

Glasgow’s Golden Generation has been supporting the older generation for over 73 years and opened their first Charity Shop in 2011 in Partick and due the success in 2019 opened another Charity Shop in Shawlands.

**Purpose of the Role**

The purpose of the role is to assist in the day to day running of the Glasgow’s Golden Generation charity shops to maximise sales and profitability to support the Charity to prevent poverty and combat sociali and loneliness. The shop is in operation from Tuesday to Saturday 9.30am – 4.30pm.

You will report to the Charity Shop Manager/Assistant Shop Manager for the day to day shop activities and any concerns or issues should be reported to the Engagement Volunteer Manager.

**Main Activities/ Tasks:**

* To assist and serve customers, providing a service of the highest standard.
* To assist with processing stock, including sorting, steaming, pricing and hanging of donated items.
* To be involved with the till operation and the handling of cash (at the Manager’s discretion although this is not a necessary requirement).
* To promote public understanding of the work Glasgow’s Golden Generation delivers and the importance of raising funds through the shop.
* To promote and apply Health and Safety Procedures and Policies.

**Qualities/ Experience/Skills**

Good communication and customer care service skills are essential to fulfil this role. Being able to work as part of a team environment and with the general public is essential.

**Please note that this post will be subject to a PVG background check.**

**Training**

Full in-house training will be given of operational procedures during your Induction Period.

**Benefits**

Travel Expenses, great work experience within a shop environment, and a GGG T-shirt.  
Develop Personal development skills

**Location(s) / Main Point of Contact**

Claire Dick, Charity Shop Manager

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