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| **Insert Logo**  | **Anglican Parish of XXXXX*****Name of* Opportunity Shop****VOLUNTEER ROLE DESCRIPTION** |

**Role:** Op Shop Assistant

**Reporting to:** Op Shop Coordinator/Manager

**Classification:** Volunteer

 **Purpose of Role:**

To assist in displaying donated items in the shop premises for sale, assist with customer queries and sales. Pricing of donated items is NOT the responsibility of this Volunteer Role.

 **Special Conditions:**

Engagement is subject to:

* a satisfactory National Police Clearance
* a three months probationary period
* signing the Op shop confidentiality agreement
* an annual review

**Key responsibilities during the XX hour shift:**

* Customer relations and sales of goods
* Recording of sales
* Cash handling
* Responding to customer queries
* Straighten and tidy shelves and displays
* Assist with opening or closing procedures
* Assisting to keep the hospitality area clean and comfortable for use by customers and volunteers
* Place donated goods in designated sorting areas
* Conduct in accordance with the Code of Conduct at all times

**General responsibilities:**

**Workplace Health and Safety**

* Observe the Occupational Health and Safety policy and procedures, taking responsibility for working safely and protecting own safety and that of others to ensure a safe environment.
* Report any safety concerns or hazards with the Op. Shop coordinator
* Obey all reasonable instructions in relation to health and safety at work and use personal protection equipment if required
* Report and document any incidents which may occur to any person who is in or enters/leaves the store where there is a hazard or safety concern. Written reports must be made in the Incident Report book and where possible report verbally to the Coordinator.
* Attend initial OH&S training before beginning volunteer role and undertakes update training sessions as required.
* Conduct in accordance with the Code of Conduct at all times.
* Observe the responsibilities of all individuals under the sexual harassment laws and anti- bullying behaviour.

**Volunteer Responsibilities**

* Commit to the volunteer role
* Be punctual and reliable
* Notify in advance any changes to your availability
* Accept responsibility for your actions and behaviours
* Deal with complaints in the appropriate manner
* Carry out duties listed in the volunteer role description, including training
* Support other team members and ask for support when needed
* Give advance notice before leaving the Op Shop, where possible

 **Confidentiality**

* Maintain the confidentiality of personal information about volunteers and customers. Also maintain confidentiality regarding security/banking and other operational matters.

**Training:**

* Undertake initial induction training, based on the Volunteers Handbook and the Code of Conduct, and complete an orientation period before working independently with a team member who will provide supervision of competency
* Participate in ongoing training to assist a new volunteer role, if applicable

**General:**

Attendance of meetings may be required for volunteers who are on the Op Shop  Committee.

**Hours of engagement :**

Shifts and times as agreed with the Op Shop Coordinator. A normal shift is XXXX hours.

**Person Specification:**

**Qualifications:
 Essential -** No essential qualifications**;
 Desirable -** None specific

**Experience:
 Essential -** None specific;  **Desirable (1)** Retail sales experience if possible **(2)** Cash handling

 **Personal Attributes:**

 **Essential:**

* Effective communication and interpersonal skills.
* Demonstrate respect and empathy to people of diverse backgrounds (including other volunteers), refraining from judging customers or their circumstances.
* Ability to relate well to people
* The ability to assess a situation and take the initiative to meet situational circumstances
* support fellow volunteers as part of a team
* Neat, casual appearance and demeanour
* foster an atmosphere of trust, stability and wellbeing with customers
* organise and prioritise work load
* follow procedures and use initiative to keep up-to-date with Op Shop noticeboard /instructions

**Desirable:**

Drivers Licence;/ vehicle transport (if no public transport available at the Op Shop) , own mobile phone in case of emergency situation. (if no phone installed at Op Shop)

I have read this Op Shop **Volunteer** **Role** description and understand the responsibilities involved in this role. I have no previous injuries or illness that could prevent me from carrying out these duties.

 **I understand that I will not undertake pricing of any donated items nor place any item that has not yet been approved for sale in the shop, as this will be managed by the Op Shop Coordinator and the designated assistant.**

I accept appointment to the role accordingly.

Signed…………………………………………………………………Date:………………..

**Location & Contact Details :**

Location –Op Shop address

Contact – Op Shop Coordinator XXXXXX XXXXXX