

Volunteer Role Description

Role Title: Friends of Broomfield Shop Volunteer

Reporting to (title): Shop Manager

Department: Friends of Broomfield

Location: South Wing Shop 1 and Atrium Shop 2

ROLE SUMMARY

Generally helping with the running of the Friends of Broomfield Shop1 and 2

GENERAL RESPONSIBILITIES

- To greet customers as they enter the store, ensuring they are wearing a face mask and to hand sanitise.
- To implement a one way system within the shop and social distancing of 2 meters for customer safety.
- Maintain stock levels / availability by replenishing displays / fridges during the day.
- Keeping the shop clean, tidy and wiping down working areas with antibacterial wipes.
- Taking cash and registering purchases at the till.
- Having a good basic knowledge of the coffee machine on site

KNOWLEDGE AND SKILLS REQUIRED IN THE VOLUNTEER

- Great Customer Service skills.
- Strong organisational skills and attention to detail.
- Works well in a team and on own initiative.
- Excellent punctuality and reliability.
- Ability to communicate effectively with customers.
- The ability to stand for extended long periods.
- Should be of smart appearance.
- Able to volunteer between 10am – 2pm during the working week.

Named Contact/Matron/Manager:

Signed: Date: