

VOLUNTEER POSITION DESCRIPTION

Title: Volunteer – Retail Assistant

Usual work location: Queanbeyan, Phillip or Erindale

Cost Centre: 935, 947, 936

Usual hours of work: Flexible

Position Objective: Anglicare manages a number of retail recycling stores that sell quality recycled clothing and household items at affordable prices. Profits generated at our retail recycling stores are used to support the work of Anglicare and to support the outreach of the Anglican Church.

Position Responsibilities: Retail Assistant

- To assist customers within the shop
- To assist with front of shop and back of shop tasks, such as sorting donations, hanging and tagging, pricing and merchandising the shop
- To maintain and clean and presentable front and back of shop
- Support to maintain an environment that is conducive with the health, safety and wellbeing of customers, clients and others
- Report all injuries and incidents

- Work in alignment with the Sanctuary Model Pillars, Anglicare’s Values, and Anglicare’s Code of Conduct.

Key behaviours:

Communication

Communicates clearly and accurately – listens to and understands the views of others.

Initiative

Originates action and actively seeks to contribute rather than passively accepting situations.

Reliability

Adheres to routine and follows instruction in order to ensure consistency in process and result.

Team Building

Promotes the achievement of results through cooperation and joint efforts between team members.

Key skills:

- Clear, pleasant, professional and confident communication skills
- Attention to detail when sorting donations
- Ability to work as part of a team or independently
- Ability to prioritise and complete tasks with minimal supervision

Key knowledge areas:

- An understanding of the retail environment
- Sound general understanding of administration procedures and practices

Key experience:

No previous experience required.

Qualifications:

State relevant education levels or qualifications necessary for effective performance in the position

Key requirements:

- Volunteer Application form
- Working With Vulnerable People Card (ACT – Phillip & Erindale)
or
Working with Children Check (NSW – Queanbeyan)

Reports to:

Shop Supervisor

Direct reports:

N/A