

## Volunteer Role Description

<b>Role Title</b>	Volunteer Sales Coordinator
<b>Based at</b>	Battersea
<b>Responsible to:</b>	Regional Centre Coordinator
<b>When</b>	Saturday or Sunday
<b>Time Commitment:</b>	12pm-4pm
<b>Duration</b>	6 months
<b>General Purpose of the Role</b>	To operate the sales kiosk, selling plants and related items, cash handling in accordance with financial procedures. Responsibility for securing the building. Maintaining plant quality and signage.
<b>Outline of Tasks</b>	<u>Some of the tasks you may be involved in are:</u> To assist customers General plant maintenance Recording sales and payment method (cards or cash). Balancing income with till records. Securing cash in accordance with financial procedures. Operating the stock control system. Opening up at the start of the shift and checking building at end of shift and setting alarm system.
<b>Skills and Personal qualities we need you to use.</b>	Literate and numerate Background in retail Cash handling and customer service experience Ability to supervise volunteers Ability to apply financial procedures to the operation Ability to operate a till accurately and take the requisite reports Ability to balance sales by different payment methods with till report Sense of humour Resilience Patience Horticulture knowledge is desirable
<b>Training, Support and Supervision you will be given</b>	Moving and handling training is mandatory. Thrive encourage all volunteers to attend the quarterly Volunteer Catch Up meeting and you will receive a monthly volunteer meeting to keep up to date with everything going on at the Battersea centre.

<b>General Duties</b>	There are other general responsibilities and expectations set out in the Volunteer Agreement which you will need to sign before starting work with us.
<b>Notes:</b>	We are always looking for help with the fundraising events we put on. These are usually at weekends. There is no obligation but this could be an additional activity you could get involved in.