

## Volunteer Role Description: Youth Club Tuck Shop Volunteer

<b>Responsible To:</b>	Stuart Mitchell, Events & Activities Co-ordinator
<b>Location:</b>	The Boswell Centre, 18 Well Road, Auchinleck, KA18 2LA
<b>Time Commitment:</b>	STEP Youth will be running around 2 sessions per week throughout the year. These will take place after school during the week.
<b>Role Description:</b>	STEP Youth are launching an ongoing youth club.  Whilst at the youth club, the young people will be given the opportunity to buy some sweets, savoury snacks or drinks. We would like you to help serve them.
<b>Main Tasks:</b>	<ul style="list-style-type: none"> <li>• Cash handling</li> <li>• Serving customers in a friendly manner</li> <li>• Keeping tuck shop tidy</li> </ul> <p>Training in all of the above will be provided by a member of staff or a more experienced volunteer.</p>
<b>Required Skills, Qualities &amp; Experience:</b>	Experience of working/volunteering in a customer service or shop environment and a friendly demeanour when serving customers would give someone a good foundation for the role, although do not be put off if you don't have experience
<b>Training &amp; Support Available:</b>	<ul style="list-style-type: none"> <li>• Volunteer induction training carried out by the co-ordinator</li> <li>• Volunteers aged 12-25 can work towards a Saltire Award and we are also happy for us to be used as a volunteering section of a Duke of Edinburgh Award</li> </ul>
<b>Any Other Requirements:</b>	Follow policies and procedures contained in the volunteer handbook.  Treat our staff, volunteers and service users with respect.
<b>Recruitment Process:</b>	Recruitment process is via application form in the first instance. An interview will be arranged on receipt of application form. References will be required.
<b>Date role created:</b>	22 <sup>nd</sup> November 2021