



## Bookshop Volunteer Role Description

### CONTEXT

**Books for Amnesty** is a small chain of well-stocked second-hand bookshops. Through the sale of donated books, we raise money for Amnesty International's human rights work as well as raise awareness of Amnesty's work and campaigns. We also sell higher value books on the internet. The bookshops are largely staffed by volunteers.

### MAIN RESPONSIBILITIES

Main responsibilities include:

- Selling books
- Answering customer enquiries about stock and Amnesty International
- Till work
- Cash balancing
- Stock management
- Display and presentation within the shop
- Marketing the shop e.g. advertisement and promotions.

You should be able to volunteer for a minimum of **4 hours per week**, for a minimum of **3 months**.

### SKILLS REQUIRED

#### Essential

- Customer focus
- Willingness and ability to work as part of a team
- Good communication skills
- Good command of English (speaking, reading, writing)
- Interest in books
- Commitment to equal opportunities
- Commitment to Amnesty's work.

#### Desirable

We are particularly looking for people with skills and experience in the following areas:

- Book selling/book trade
- Internet selling (Ebay, Abebooks)
- Computer literacy (Word, Excel, email)
- Office management
- Sales/retail
- Marketing.