



Bookshop Volunteer Role Description

CONTEXT

Books for Amnesty is a small chain of well-stocked second-hand bookshops. We are located in Brighton, Bristol, Cambridge, Great Malvern, Newcastle, London (Hammersmith) and York. 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 through Ebay and Abebooks, an online marketplace for books. The bookshops are largely staffed by volunteers, with support offered by the Sales Team at Amnesty's head office in London.

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.