



## Shopmobility Manchester

### Volunteer Role Description for Office Based Volunteers

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Job Title:	Shopmobility Volunteer
Responsible To:	Volunteer Coordinator
Main Purpose:	To assist Shopmobility Manchester to deliver a quality service to its members, customers and funders.
Location:	Shopmobility Office, Arndale Centre and across the City Centre of Manchester.
Hours:	At least 4 Hours per week (9:30 – 1:30pm; 1:30pm – 5:30pm) Shopmobility Manchester's opening hours are: Monday – Saturday 9:30am – 5:30pm, Thursday late night till 7:00am. Sunday 11:00am – 5:00pm

### Requirements

- A good knowledge of the Disability Discrimination Act.
- An ability to demonstrate effective equal opportunities in all aspects of volunteering.
- An ability and willingness to understand the range of issues faced by customers in accessing Manchester City Centre and provide information and resources, where practicable, that lessen the impact of such issues.
- Demonstrate effective communication skills disseminating information in a friendly and helpful manner.
- Deal effectively and efficiently with all customers and general public.
- A willingness to undertake relevant training in support of your volunteer role including working towards qualifications, such as NVQ's, where appropriate.
- Demonstrate a commitment to your personal development and that of the team as a whole to include attending monthly team meetings, regular supervision and undertaking an annual appraisal of your role.
- Offer a flexible approach to volunteering that takes into account your own external commitments the needs of the service, our members, customers and funders.

### **Desirable Experience**

- Experience in a similar customer service role dealing with customer enquiries both in person and by telephone.
- Experience of IT and Databases.
- Previous experience of volunteering.

### **Tasks**

- To act as ambassadors for Shopmobility Manchester in all aspects of volunteering and to our partners, customers and funders.
- To comply fully with Shopmobility Manchester's volunteer policy and procedures.
- To adhere to all Health and Safety requirements, COSHH, accident reporting, site and Fire risk assessments, making full use of the lockers and storage provided.
- Complete customer bookings over the telephone and in person using both manual and electronic systems, correctly and efficiently.
- Assist customers to access information and resources requested by them utilising the information point, Internet and telephone provided.
- Refer customers and enquiries onto relevant agencies and suppliers where appropriate.
- Assist new members to complete all necessary paperwork and record ID received.
- Ensure all new members are fully aware of the range and diversity of services provided by Shopmobility Manchester.
- Input new members onto the database, mail out membership information and record in internal processes as policy and instructed.
- Issue vehicles to members ensuring that they are suitable to their needs, where this is not the case suggest appropriate alternatives.
- Ensure customers are fully trained in the safe use of the equipment hired prior to leaving the premises.
- Provide 'Meet and Greet' and Visual Impairment Guide services around the city centre following appropriate training as and when requested.
- Collect information on usage, escorts, meet and greets and customer spend as required for reporting purposes to our partners and funders.
- Clean vehicles on return from hire, reporting any damage or faults as policy and instructed.
- Undertake light maintenance of equipment such as checking tyre pressures are correctly inflated and that foot and arm rests are secure.
- Attend internal and external training events, monthly meetings, supervision, support sessions and annual appraisals as requested.
- Support external events, consultations and outreach work as requested.
- Undertake general administrative duties to include post, photocopying and filing as requested.
- To assist in the production of promotional materials, written, photographic or other media including the collation of the Shopmobility Manchester newsletter.
- Undertake any other task from time-to-time as requested within the scope of your capacity.