

Volunteering Role Description

Volunteer role: (title)	Customer support
Volunteer responsibilities: (What are the main tasks that the volunteer will be required to carry out?)	<p>Meeting and greeting members of the public</p> <p>Giving directions / sign posting members of the public</p> <p>Answering basic questions about the event</p> <p>Assisting with the set up and or close down of events may also be required</p> <p>Assisting less able members of the public to access events</p> <p>Reporting any health and safety issues to a volunteer coordinator</p>
Time commitment: (please state the overall time commitment, along with details of days/hours to be covered, if known)	<p>As and when you are able to commit –main events below / communities events TBC</p> <p><u>Spring -St George's day event</u> -Sunday 22nd April -Town Park Arena</p> <p><u>Kite and Flight Festival</u> -Saturday 12th and Sunday 13th May- Town Park Arena</p> <p><u>Birthday Concert</u> –Friday – Saturday - Town Park Arena</p> <p><u>Carnival</u> -Sunday the 15th July – Telford Town Centre ring road and Arena</p>
Location: (please state where the volunteer will be based)	Telford area
Does this role require a DBS?	No
Skills required: (for example, communication, customer care, good keyboard skills etc.)	<p>Good communication skills</p> <p>Listening skills</p> <p>Customer service skills</p> <p>Ability to take direction from a volunteer co coordinator</p>
Benefits: (for the volunteer – what can they get out of this opportunity?)	<p>Optional training package, out of pocket expenses, T Shirt and a standard reference on request following participation</p> <p>Meeting new people</p> <p>Learning new skills</p> <p>Personal development</p>
Supervision: (who will the volunteer report to? Will they be responsible for any other members of staff, i.e. Team Leader role?)	The volunteers will be supported by the Volunteer Development Office and Events organiser.

Training: (will the volunteer be required to attend any training beforehand? Please provide details)

Short online training / induction to the role

Customer Care accredit award will be on offer to a number of volunteers who are able to attend 2 events during 2018

Evaluation: (how will the volunteers experience be monitored and evaluated?)

Volunteers will be supported at 1to1 meetings and by emails.

Each volunteer will be given a Volunteer handbook.

Contact: (who to contact for more information/send application to)

Get.involved@telford.gov.uk