

## Volunteer Role Description

<b>Role Title:</b>	<b>Volunteer Telephone and Office Support</b>
<b>Role Description:</b>	To answer the telephone and provide information to callers about our transport and mobility services. To accurately take bookings and place them onto our computerised system. To assist with associated administrative tasks.
<b>Where:</b>	<b>The Shopmobility Centre,</b> Albert Lane, Barnstaple EX32 8RL
<b>When:</b>	Monday, Tuesday, Wednesday, Thursday or Friday morning
<b>Commitment:</b>	A minimum commitment of one morning a week.
<b>Requirements:</b>	You must have a good telephone manner, have a keen eye for detail and be polite, patient and articulate. You will have a reasonable geographic knowledge of North Devon. A basic knowledge of IT is required.
<b>What's in it for You:</b>	You will learn new skills, talk to interesting people and gain satisfaction from helping others. Whether you are recently retired, or just have some spare time on your hands you will be joining a supportive and friendly team and feel like you are doing something worthwhile for yourself and other people. You will receive full training and on-going support, not to mention copious cups of coffee!
<b>Why we want You?</b>	Without the support of volunteers like you, we would not be able to maintain our current level of service to clients, some of whom have reached a stage in their lives where a little extra help and kindness is greatly needed.
<b>Notes:</b>	We have our own permit holders car park which volunteers can use when on duty. You will be reimbursed for out of pocket travel expenses. A uniform will be provided.
<b>For more information, contact</b>	Jennie Archer Volunteer and Community Engagement Officer Email: <a href="mailto:gonorthdevon@hotmail.co.uk">gonorthdevon@hotmail.co.uk</a> Telephone 01271 328866



