

Purpose of role:

To provide, a friendly and understanding first point of contact, for users of Mid Devon Shopmobility and TDCTA.

Location:

Volunteers will be based within the office in Phoenix Lane Multi-Storey Car Park.

Key Contact:

The volunteer will be supported by and accountable to the Shopmobility Co-Ordinator.

Availability:

You let the Co-Ordinator know your availability. TDCTA will then agree a time with you that you will be able to stick to. All you need do is let us know if you cannot make it for any reason.

Training:

Drivers will be expected to attend courses, as identified by and agreed with the co-ordinator.

Expenses:

TDCTA will repay any genuine expenses.

If you are interested - you can return the application form enclosed, to:-
The Shopmobility Co-Ordinator
TDCTA
Multi-Storey Car Park
Phoenix Lane, Tiverton, EX16 6NB
Or Telephone 01884 242099 for more information.

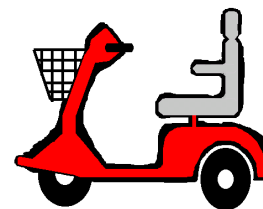


Tiverton & District Community Transport Assoc.

Multi-Storey Car Park, Phoenix Lane, Tiverton EX16 6NB
Tel No. 01884 242099

**Interested in volunteering
in the**

**Mid Devon
Shopmobility Office?**



**This is what you can expect,
and what we are looking for.**

Personal Attributes Office Volunteer

Do you have...

- A pleasant approachable personality
- A helpful and caring manner
- Honesty, sense of responsibility and confidentiality
- A flexible approach to working arrangements
- An ability to work on own initiative
- Sensitivity to mobility needs of client groups
- A willingness to undertake training as appropriate
- Reliability

Let us help you gain or improve your...

- Good communication skills (by phone and in person)
- Basic computer skills
- Accurate record keeping
- Ability to prioritise
- Organisational skills
- Knowledge of the local area

Task Outline Office Volunteer

Duties could include...

- Meeting and greeting people who come into the centre
- Answering the phone
- Transferring phone calls
- Taking messages
- Taking bookings for the scooters and the meeting room
- Registering new Shopmobility users
- Being able to find information on the computer
- Basic computer input
- Photocopying
- Faxing
- Mail (Booking in and sending out)
- Laminating
- Printing
- Filing
- Dealing with small amounts of money
- Organising refreshments for meetings etc
- Basic checks on scooters as they come in and out
- Basic housekeeping of scooters

We are looking for people who will...

- Be self motivated and sensitive to the needs and wishes of visitors and colleagues
- Work in a helpful, caring, confidential manner, within the aims and objectives of TDCTA
- Work with TDCTA's Health and Safety guidelines.
- Inform a member of staff if you are unable to attend on a time previously agreed.
- Be tidy and presentable.