



Volunteer Opportunity

Volunteer Role

- Shop and Stop Service Administrator

Main Duties:

- To call Netherton Feelgood Factory clients for weekly shopping lists
- To complete electronic shopping lists
- To populate a shopping summary and place online shopping orders
- To work to a time line to ensure that goods are ordered and delivered on time
- To work well in a team environment
- To be able to work remotely
- To be able to navigate relevant I.T systems
- To have access to relevant electronic devices/wifi

Other Duties:

- To work well using own initiative
- To ensure effective communication
- To ensure that clients receive a quality service
- To ensure that all relevant training/induction is attended
- To adhere to Netherton Feelgood Factory policy and procedure
- To promote the work of Netherton Feelgood Factory
- To ensure that all data is collected in line with GDPR and Netherton Feelgood Factory policy
- Regular reporting to the relevant Manager/Staff Member

Training

- Successful candidates will complete training to enable them to deliver the tasks detailed in the main duties and other duties sections.

Essential Requirements:

- Ability to work with the public

- Good communication skills
- Good organizational skills
- Ability to escalate concerns
- To work well within a team environment
- To be able to work alone

Hours of Work

- Hours to be covered are, Friday afternoon and Monday, (9am – 2.30pm)

Disclosure

This role would require an enhanced DBS (Police Disclosure)

Management Arrangements

- The volunteer position will receive line management from the Community Development Manager in accordance with Netherton Feelgood Factory organisation structure

Volunteer Expenses

- Volunteers will be reimbursed for out of pocket expenses, in line with Netherton Feelgood Factory expenses policy

Other

- Volunteers will be provided with a logo t-shirt or sweatshirt, this will help the community to identify you easily when visiting the building.
- Volunteers will be provided with an ID badge

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