

Volunteer Role Description

Role Title:	Customer Service Representative
Location:	Papworth Everard or home or mixture
Day/Time required:	Flexible – ideally 2/3 days per week – can be split
Manager:	Samantha Oram
Organisation overview:	Papworth Trust is a leading disability charity. Our vision is a world where disabled people are seen for what they can do, and our mission is for disabled people to have equality, choice and independence.
Service overview:	Providing housing to tenants with/without disabilities.
Description of role:	The role is all about listening and talking to tenants about their homes and how they live in them.
Key tasks:	<ul style="list-style-type: none"> • Calling tenants by phone and asking them questions about: <ul style="list-style-type: none"> ○ Damp and mould ○ Recent repairs ○ Recent planned works ○ Outstanding repairs ○ Satisfaction • Calling tenants to book work in • Updating database and spreadsheets with details • Liaising with team
Personal qualities required:	<p>Within this role you will be have:-</p> <ul style="list-style-type: none"> • Good listener • Able to remain calm and professional • Empathetic • Excellent communicator to all types of people, able to adjust to suit the person • Ability to record information and tell others
Benefits of volunteering:	<ul style="list-style-type: none"> • Become part of a passionate and supportive team. • Help make a real difference to the lives of disabled and disadvantaged people. • Gain new experiences and develop skills and confidence. • Meet new people. • Spend your time doing something that is worthwhile and rewarding • Reimbursement of reasonable travel expenses • Certificated training provided to prepare you for your role

	<ul style="list-style-type: none"> • Day to day support from a designated member of staff • Have fun!
Training available:	<ol style="list-style-type: none"> 1. Safeguarding Vulnerable Adults 2. Child Protection in Health and Social Care 3. Equality and Diversity 4. Data Protection in Health and Social Care 5. Local induction 6. Health & Safety
Contact Information:	<p>Papworth Trust Volunteering Department</p> <p> 01480 357292</p> <p> volunteering@papworthtrust.org.uk</p> <p> www.papworthtrust.org.uk/volunteering</p>