

TRELOAR TRUST **VOLUNTARY HELPER ROLE DESCRIPTION**

Voluntary Helper Role: Hub Shop Voluntary Helper
Location: Treloar Campus (Holybourne)
Contact Person: Hub Shop Co-ordinator / Volunteer Co-ordinator

Why we need you

The Treloar's Hub Shop provides a vital service to students, staff and visitors to Treloar's. We require Voluntary Helpers to provide cover to run the basic functions of the shop at times when the Hub Shop Co-ordinator is not present, e.g. lunch and other breaks. The Voluntary Helpers will be supported by the Hub Shop Co-ordinator and will be a vital part of the team.

What will I be doing?

- Using a till system
- Assisting with receiving stock deliveries if needed
- Assisting students / customers with using the ATM if requested
- Supporting students working in the Hub Shop on work experience
- Ensuring stock is replenished when needed, and items beyond their best-before date are withdrawn from sale
- Presenting the shop to any visitors, both formally (arranged visits) and informally, if requested

How much time do I need to commit to?

We are initially looking for Voluntary Helpers to cover the hours of 12-2pm. Please contact us with your availability. We would like you to commit for an academic term.

What skills do I require?

1. Previous customer service skills are useful but not essential
2. Strong communication and interpersonal skills (written and verbal)
3. Ability to use initiative
4. Positive attitude
5. Willingness to learn!

What benefits can I expect?

- Meeting new people
- Being involved in the community
- Opportunity to use your skills in a unique and stimulating environment
- Excellent training opportunities for those wishing to develop their CV
- Satisfaction and reward in knowing you are helping our students to achieve their true potentials

What training will be provided?

It's important that all Treloar Voluntary Helpers have the skills to perform well in their role, to comply with policies and procedures and to interact with the students. With this in mind Voluntary Helpers attend an induction and will be supported throughout their volunteering experience.

Who are Treloar's Voluntary Helpers?

Treloar's Voluntary Helpers are friendly and considerate community members who help Treloar's achieve our mission. Voluntary Helpers donate their time and skills in a variety of roles and vary in age and experience; however, all Voluntary Helpers are committed to promoting and safeguarding the welfare of Treloar's students.

Why Volunteer with Treloar's?

Volunteering with Treloar's is rewarding on a number of levels. Being a Voluntary Helper offers the opportunity to work (directly or indirectly) with young people who, because of disability or illness, require the very special support that we give them. Whether you are a student looking to gain experience working with young people to broaden your career path, a recent retiree who would like to share their skills, experience and time or a local resident who enjoys giving back to their community a Treloar's Voluntary Helper role may be the perfect fit.

What is Treloar's?

Treloar's is a groundbreaking organisation providing first class education, therapy and care for young people with physical disabilities. Our students are aged between 5 and 24. Our fundamental purpose is simple: to enable young people with disabilities to fulfil their potential in every aspect of their lives. Treloar School and College are both near Alton, Hampshire.

How do I apply?

Visit www.treloar.org.uk or contact Laura.Gilbert@Treloar.org.uk

TRELOAR TRUST IS COMMITTED
TO SAFEGUARDING CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS
All Voluntary Helpers will be subject to a Disclosure & Barring Service Check along with other relevant safeguarding checks

ALL VOLUNTARY HELPER ROLE DESCRIPTIONS ARE SUBJECT TO THE TRUST'S
EQUAL OPPORTUNITIES POLICY

Treloar Trust
HR Office