

Volunteer role profile

Role	Customer service/administration volunteer
Location	St Ives office
Level of DBS check needed	Basic DBS check
Start date	ASAP

About Caring Together

Three in five of us will become a carer at some point in our life. Caring Together is an ambitious regional charity that provides emotional and practical support, advice and guidance to carers of all ages and their families, as well as opportunities to take a break from their caring role.

Our people

We employ around 150 people with approximately 50% of those delivering homecare in local communities. We are supported by a growing number of volunteers who contribute their time to our work.

Summary of the role

Support for our team to aid them in having the appropriate time to help people with their needs. Administration takes our teams away from the phones and we are looking for time to help with this. We are looking for those that can provide administration support electronically entering referrals on our systems and anything ad hoc that may come up.

Answering the phone if busy to ensure call is answered.

Where you will be based

Our head office in St Ives.

What you will do

- Post information packs, 'What If' cards and other relevant information.
- Take calls/contacts for carer services across Cambridgeshire, Peterborough and Norfolk.
- Take calls/contacts for Caring Together homecare team.
- Ensure details are recorded accurately onto the customer relationship management system in line with organisational guidelines and GDPR.

Your commitment

- Commitment to help with the influx of calls and deal with the post.

Benefits to the volunteer

- Opportunity to use and enhance your existing skills and develop new, transferable skills.
- Satisfaction of knowing you are making an important and valued difference to someone's life and the work of Caring Together.
- Meet new people and be part of a friendly team.
- Reimbursement of reasonable travel expenses and phone calls to client or access to mobile phone, if needed.

What we need from you

- Basic DBS check.

Skills and experience

- Excellent customer service, communication and interpersonal skills.
- Experience with Microsoft software (Word, Excel, PowerPoint) and makes the best use of technology.
- Excellent customer service ethos.
- Demonstrates a high-level of attention to detail.
- Able to work under pressure and cope with change and conflicting priorities.
- Engaging and positive personality.

Get in touch

If you think this opportunity could be for you, please call 07843 327485 or email volunteers@caringtogether.org

Caring Together is committed to safeguarding and promoting the welfare of vulnerable adults and children and expects staff and volunteers to share this commitment.

We are inclusive. We celebrate multiple approaches and points of view. We are an equal opportunities employer and expect staff to respect the personal choice and lifestyles of colleagues, carers, and people with care needs.