

Volunteer Role Profile



Volunteer Role	Customer Service Volunteer
Volunteer Manager	BRC
Where you will be based	Office

Why we want you

We need volunteers like you so that everyone who needs one can get a wheelchair. Each year we hire out or loan over 75,000 wheelchairs to help people to get around after an injury or illness. In this role you will be welcoming customers and helping them to get moving again.

What you will be doing

- Giving a warm welcome to customers visiting or phoning us.
- Helping people wanting to hire a wheelchair or other equipment.
- Using a computer-based stock control system.
- Showing people how to use equipment.
- Taking payments / donations

The skills you need

- Physically able to safely lift or move wheelchairs and other mobility equipment
- Some customer service experience is desirable.
- Enjoy meeting people and good people skills.
- Able to work independently and in a team.
- Good IT skills.
- Able to commit to a regular shift on a weekly basis.

What's in it for you

- Meet new people and be part of a dynamic and inclusive team.
- A great opportunity to use your existing skills or gain new ones.
- An opportunity to be part of the world's largest humanitarian organisation and the knowledge that you are making a positive difference to people's lives.
- All training and induction for the role.
- Reasonable pre-agreed travel expenses for the role including for attending training.