

Shopmobility Cover Role Description



Volunteering with People to Places

Giving your free time to support others is one of the most satisfying and rewarding acts of kindness. Our charity relies daily on the support and dedication from our volunteers and the time they commit to helping others. If you find yourself with some spare time, anything from a couple of hours occasionally to a regular day of the week, and you would like to support your local charity, contact us today!

Expenses can be claimed but must be agreed by a senior member of staff.

What will you do?

- Ensure that the office and parking facility is manned at the appropriate times, opening up and securely locking the facility each day.
- Organise the booking in and out of equipment and ensure all are safely returned, undamaged, and in a timely manner.
- Allocate appropriate type of mobility equipment and give instruction on the operation and safety issues relating to the use of wheelchairs / scooters.
- Take accurate payments and give receipts for daily hire and memberships.
- Complete paperwork for each hire including new membership forms if required, daily log and payment summary form.
- Manage member car parking, permit issue and return, and parking coin validation.
- Maintain a pleasant and welcoming atmosphere at the facility.
- Inspect mobility equipment upon its return, clean if necessary and report any maintenance issues to the Operations Manager.
- Charge batteries for all vehicles at end of business on Fridays plus as necessary for heavily used scooters during the week.
- Deal with enquiries in person, via phone, email, etc.
- Daily recording of activity and weekly recording of money spent and received.
- Encourage customer feedback and recommendation.
- Attend occasional outside events when required.
- Attend and participate in bi-monthly staff meetings in Windsor (transport will be arranged).
- Work with the Operations Manager, volunteers and scooter maintenance suppliers as necessary, in maintaining equipment.
- Liaise with other Shopmobility staff and Management, via phone, email, text, etc.
- Participate in promotion of Shopmobility
- Undertake any other tasks commensurate with the position and level of authority within People to Places as directed by Managers

What's in it for you?

- make a real difference to people's lives
- increase your employability
- work with a range of different people, independently and in a team
- have a positive impact in your community

What do you need to have?

- Be willing to undertake an enhanced DBS check organised by People to Places, which will be repeated every 3 years:
Under the Rehabilitation of Offender Act 1974, Police act 1997. Do you have any convictions, cautions that are not "Protected "as defined by the Rehabilitations of offenders act 1974 (Exceptions Order1975(as amended in 2013)
The amendments to the Exception Order 1975(2013) provide that certain convictions and cautions are "Protected "and are not subject to disclosure. Failure to declare any convictions that are not "protected" may result in an offer of volunteering being withdrawn.
- Be aware an understand People to Places Safeguarding Policy
- Be willing to sign People to Places Confidentiality Agreement.
- Good IT skills
- Excellent communication
- Friendly and approachable attitude

How much time do you need to give?

Provide cover as and when necessary

Valuing inclusion

Our aim is that our workforce will be truly representative of all sections of society and each employee and volunteer feels respected and able to give of their best.

Selection for employment, promotion, training or any other benefit is on the basis of aptitude and ability. All employees and volunteers are helped and encouraged to develop to their full potential.

People to Places aspire to:

- Create an environment in which individual differences and the contributions of all are recognised and valued
- Promote equality and value diversity in the workplace environment
- Make training, development and progression opportunities available to the workforce
- Ensure that every employee/volunteer is entitled to a working environment that is respectful of individual beliefs

We welcome applications from all areas of the community who would like to join us in our mission to deliver independence and tackle isolation in Windsor and Maidenhead. If you would like to sign up, click [here](#) or visit our [website](#) to find out more about us.

Contact details

If you are interested in becoming a Mobility Equipment Maintenance Engineer (Deputy) and would like to discuss next steps and how we can support you please contact Dave Ross, Operations Manager at People to Places via email DRoss@people2places.org.uk