**Role Description**

**Role Title: Customer Services Volunteer**

**Department:** Customer Services

**Reports to:** Head of Customer Services

**Location:**  H4W Head Office in Brixton SW9 9SP

**Overall Aim**

We are looking for an enthusiastic volunteer to support our fast-paced Customer Services Team. Our ideal candidate will be a resourceful person with good administration skills and polite telephone manners.

You will be helping the team taking calls, checking the customer inbox, dealing with correspondence, and logging contacts with clients as well as supporting us with a variety of ad-hoc administrative tasks and projects. This is perfect opportunity for anyone looking to use their IT and organisation skills on regular basis and/or looking to enhance their customer service experience.

If you are looking to gain hands on experience dealing with clients, and/or office administration in a supportive environment, this is the perfect opportunity for you! We will provide relevant training and help you to identify career development opportunities.

**Key Responsibilities**

* Reception duties including answering, handling and diverting calls to our repairs, housing or any other department.
* Logging calls, emails for actions and escalate them to the staff
* General office duties such as data entry, photocopying and printing
* Assisting the housing officers with preparing lettings packs and court bundles
* Maintain administrative systems up to date where necessary
* General administration (such as filing, statistics gathering, office organisation)
* To act in accordance with the aims of Housing for Women
* To promote and implement Housing for Women’s Equal Opportunities Policy and other polices adopted by the Board

**Availability**

We are looking for someone who can spend 7 – 14 hours a week on days to be discussed. We can be flexible as long as your hours are compatible with our volunteering core hours which are Monday to Friday 9.30 am – 4:30 pm. This is an office-based role.

**Benefits of Volunteering with Us**

This is a great opportunity for somebody looking to gain experience in customer service or with an interest in Social Housing. This would also be an ideal role for someone wanting to support a charity using their existing skill sets.

Some additional benefits are:

* Experience of working in a supportive and professional environment
* Full induction, support and supervision
* Opportunity to develop new skills or deploy existing skills
* Relevant training opportunities (i.e. Safeguarding, Confidentiality, Data Protection, etc.)

**Additional Information**

* Core training and induction will be provided prior commencing the role.
* We reimburse genuine out of pocket travel expenses (London zones 1- 6) to and from the place of work and up to £5 for lunch expenses.

We welcome applications from people of all backgrounds and sections of the community, and we particularly encourage applications from senior citizens, ex-offenders and members of LGBTQ+ and Black, Asian and Minority Ethnic (BAME) communities as they are currently under-represented in our Volunteering Programme.

**Personal specification - some experience, knowledge and skills that would be useful for this role**

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| **Experience and Knowledge** | * Knowledge and experience of MS Office packages, especially Word, and Excel and Outlook * Knowledge of the housing sector desirable but not essential |
| **Skills** | * Good organisation skills * Good verbal and written communication skills * Good customer service skills and polite telephone manner * Good 'people skills' for building relationships with team members, colleagues and key contacts * Ability to maintain confidentiality |
| **Personal style and Behaviour** | * Ability to work on own initiative * Resilient, able to handle conflict and remains calm under pressure * Work well as part of a team * Reliable and trustworthy * Have a non-judgemental attitude |
| **Other Requirements** | * Personal commitment to the corporate values, vision and objectives of Housing for Women’s culture of continuous service improvement * Evidenced commitment to equality and diversity * Sensitivity to working in a multicultural environment |

For more information please contact our Volunteer Coordinator Chryssy Hunter at:

**Email:** [volunteer4us@h4w.co.uk](mailto:volunteer4us@h4w.co.uk) **Phone**: 0203 794 4804

Housing for Women, 6th Floor, Blue Star House 234-244 Stockwell Road, London SW9 9SP

To apply, please complete Volunteer Application Form <https://forms.office.com/e/CfSB0u06XT>