

## Volunteer Role Description

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<b>Role Title:</b>	<b>Driver's Mate</b>
<b>Department:</b>	<b>Retail, Income Generation</b>
<b>Reporting to:</b>	<b>Stock Generation Operative</b>
<b>Location:</b>	<b>One of our shops across Wales and England</b>

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### Why am I needed?

Community is at the heart of everything that we do at Tenovus Cancer Care to help those affected by cancer. Our aim is simple – it's to deliver a vision where fewer people get cancer and those that do will receive equal access to excellent treatment. However, we can't do this without your help. Our shops sit in our local communities and are crucial to us raising vital funds. So, we'd like you to volunteer your time and commitment to help us make a difference. We need you to help collect bags of donated goods from our supporters and shops and drop-off bags to turn clothes into cash.

### What will I be doing?

- Assisting the Stock Generation Operative in collecting/delivering donated goods from our supporters
- Assisting the Stock Generation Operative to transfer goods between shop locations
- Filling out paperwork when moving stock between shops
- Lifting, moving and carrying bags of donated goods, stock and furniture between locations within set timescales.

### What skills do I need?

- Really good customer service skills as you'll be helping the general public
- Strong team working skills as well as the ability to work on your own initiative
- Communicate effectively with other members of the team and customers
- Adaptable to helping in a variety of environments.

Many of the standard tasks within this role involve standing or sitting for periods, handling bags and other loads and there may be stairs to climb. However, we're an Equal Opportunities employer and so if you've any concerns about parts of the role, please speak with the Stock Generation Operative when expressing your interest in volunteering.

The minimum age for this role is 18 years old

### How much time do I need to commit?

We need you to give around **XXXX hours / days** per week if you can with the possibility to do more if you'd like to. However, we appreciate any time you're able to give; please let us know this on your application form. All we ask is that you give the same hours each week and that you let us know as soon as you can if you're not able to make it. This'll help us to plan our week.

### What support will I be given?

- Before starting with Tenovus Cancer Care, we ask that you do try a small number of hours working with our Stock Generation Operative so we can both see how the role may suit you. The amount of hours can be decided between you and the Stock Generation Operative
- Following that the Stock Generation Operative and retail team will be on hand to run you through the basics of helping as a Driver's Mate in your first few days and they'll always be on hand after that
- Becoming a volunteer with Tenovus Cancer Care can be a rewarding experience and is certainly invaluable to the charity and its goals.

### What benefits can I expect?

- Reasonable expenses will be reimbursed in line with organisational policy
- The satisfaction of knowing you're making a vital difference to the work of Tenovus Cancer Care, and in particular the people who access our unique services
- The opportunity to be develop your existing customer service and retail skills
- The opportunity to develop new and existing skills
- Access to all internal vacancies
- Access to training
- The enjoyment of meeting new people and being part of our Retail Team
- The chance to gain experience of helping Wales' leading cancer charity.

### Where will I be based?

You'll be volunteering out in the community with your local Tenovus Cancer Care shop as your base.

### How do I apply?

Please contact the Shop Manager in your local shop directly or alternatively please contact our Volunteer Development Team on **029 2076 8850** for an informal chat or e-mail [volunteer@tenovuscancercare.org.uk](mailto:volunteer@tenovuscancercare.org.uk) for an application form should you require one. Alternatively please follow this link to [Apply Online.](#)