

# Volunteer Role Profile

Volunteer Role	<b>League of Friends Tea Trolley Volunteer</b>
Volunteer Manager	<b>Volunteering</b>
Where you will be based	<b>Community</b>

## Why we want you

Volunteers are at the heart of everything we do, they help enhance our patient and visitor experience. Volunteers provide a trolley service in the hospital, serving a range of edible and non-perishable items to visitors, patients and staff.

## What you will be doing

- Cash handling, receiving money and giving change
- Undertaking the Trust's Basic Food Hygiene Course in line with Food Hygiene (England) Regulations 2006
- Walking/standing for long periods of time
- Treating customers with dignity and respect, giving due regard to privacy and cultural belief

## The skills you need

- Good interpersonal and communication skills
- Discreet and sensitive to others
- Non-judgemental
- Good customer service
- Genuine interest in people

## What's in it for you

- Meet new people
- Be part of an amazing team
- Gain new skills or use existing ones
- Proactive & assertive
- Have a positive outlook and being non-judgemental

## Disclaimer

Following your successful application, you will be invited to an interview and you may be asked some questions in relation to our current Infection, Prevention & Control guidance - this may impact on which roles we can place you in. Most roles are subject to a DBS check and two satisfactory references being provided.