

## **TASK DESCRIPTION FOR TRADING VOLUNTEERS**

TITLE: TRADING VOLUNTEER

RESPONSIBLE TO: TRADING CO-ORDINATOR

CONTACT OFFICE: Peterhouse Community Centre, 122 Forest Rise, London E17 3PW

### **Scope of volunteering:**

Our Trading Service raises funds towards the work of Age Concern Waltham Forest. Volunteers make a vital contribution to running the service and it is therefore important that they behave in a business-like, efficient and courteous manner. This includes a commitment to ACWF's policies including Equal Opportunities, Health & Safety and Complaints. They should therefore be familiar with ACWF's Volunteers Handbook. Volunteers are also expected to be reliable and to make a regular commitment for a reasonable period of time. They will be involved with trading and conducting all activities adhering to FSA regulations and compliance scheme. Please note: there is a considerable training requirement for this role.

### **Tasks of the volunteer:**

- To meet and greet customers, introducing them to the insurance arranger, either face to face or on the telephone
- To collect payments, banking and reconciling for general insurance when required by the Trading Co-ordinator.
- To provide a cover for sessions as agreed with the Trading Co-ordinator.
- To attend training events and supervision with the Trading Co-ordinator.
- To report back to the Trading Co-ordinator on any matter of concern.
- To report to the Trading Co-ordinator if the user requires different action to be taken from that originally agreed.
- To promote Trading products and services according to the required procedures and practices
- To volunteer within ACWF policies as contained in the 'Volunteer Handbook'.
- To act as a facilitator in the discussion of trading events at drop-in sessions.
- To facilitate trading services by visiting older peoples' homes if required.
- To undertake and actively promote ACWF equal opportunities policy in all aspects of the work and to undertake monitoring as requested.
- To collect and collate the ethnic monitoring forms and feedback sheets following the trading forums and discussion session
- To carry an identification badge at all times whilst volunteering for ACWF
- To carry out other duties of a similar nature and level as requested

**June 2009**