Park Champion Volunteer
Role Description

Customer Service Volunteer

QUEEN ELIZABETH OLYMPIC PARK

Customer Service Volunteer

Description

We're looking for people who are really passionate about Queen Elizabeth Olympic Park whether an existing volunteer, a local resident or someone who wants to get involved in the Park Champion programme for the first time to help assist visitors to the Park.

Some previous experience in a front-line customer service role would be advantageous but not essential – as long as you're friendly and enjoy talking to people of all ages and backgrounds we would love to hear from you.

Location - Across Queen Elizabeth Olympic Park

Key responsibilities

- Assisting with visitor enquiries.
- Answering the Information Point phone when appropriate.
- Gathering feedback on visitor experience and carrying out evaluations/surveys to help us improve our services.
- Restocking shelves with flyers and literature provided.
- Helping gather stats about visitors helped.
- Working alongside the Park Mobility Service.
- Reporting any issues or customer comments to managers.

Reports to – Gabriela Goncalves, Volunteer Manager for Our Parklife

Time commitment

Park Champions are required to volunteer regularly in any roles so that they can stay up to date with the Park changes.

Required skills

- Friendly, passionate and enthusiastic – you will be one of the key representatives of the Park.
- Good communication skills – The Park is for everyone and all volunteers need to have the ability to communicate with a range of visitors from different background and with different needs.
- Enjoy working as a team but also happy and able to deliver on their own.
- Able to work in a (sometimes) hectic environment.
- Local knowledge of the Park and the surrounding area is useful but you will also learn a lot on your first shifts.
- Confidence in undertaking and evaluating surveys.

Support

Training for this position will be provided. In addition, the Volunteer Manager will be available to answer questions and provide assistance as required. There is also the opportunity to develop other skills and take on new responsibilities and opportunities as they become available. You will always be working alongside a member of staff and other volunteers who will be able to offer you support on day to day questions about the Park.

Dress code

Our Parklife will provide a volunteer uniform, to be worn with black trousers, comfortable shoes and appropriate layers depending on the weather.

For more information, please email - Gabriela Goncalves, Volunteer Manager
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07971 774 539
https://ourparklife.co.uk/volunteering/

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