Park Champion Volunteer
Role Description

Mobility Service Operator Volunteer

QUEEN ELIZABETH OLYMPIC PARK

Mobility 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 is getting involved in Park Champion Volunteering for the first time, your role will be to help assist visitors of the Park.

The Mobility Service Operators are the front line of the mobility service activities. They are responsible for delivering the range of services offered and ensuring they run efficiently. The role is highly customer service focused and the main purpose is to help visitors access the Park as well as providing information which may help them plan their visit. The Mobility Service Operators are required for the duration of the shift on all operational days.

Location - Across Queen Elizabeth Olympic Park, with the Information Point as base and main meeting point with the visitors.

Key responsibilities

- Being the public face of the Park Mobility Service.
- Operating the mobility buggy and providing park tours as scheduled.
- Delivering and collecting mobility equipment.
- Preparing and testing mobility equipment.
- Training customers to use mobility scooters and wheelchairs.
- Handling customer issues.
- Other duties as assigned.

Reports to – Customer Service Duty managers and/or Gabriela Goncalves, Volunteer Manager for Our Parklife

Time commitment

The shifts will match the Information Point's opening hours and are likely to be 10.45am-4pm. The Information Point sometimes open longer in the peak season, shifts will be advertised accordingly.

Required skills

- Clean driving license.
- Strong customer services skills.

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- Problem solving abilities.
- 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 the ability to communicate with a range of visitors from different background and with different needs.
- Knowledge of or desire to learn about Queen Elizabeth Olympic Park and our projects and products
- Enjoy working as a team but also happy and able to work on own
- Able to work in a (sometimes) hectic environment.

Support

Training for this position will be provided. In addition, the Volunteer Manager and Our Parklife managers will be available to answer questions and provide assistance where necessary. There is also the opportunity to develop other skills and take on new responsibilities and opportunities as they become available.

Dress code

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

Welfare

This role can be delivered off-site. Welfare will be provided when the role requires to be onsite.

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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