



VOLUNTEER PROFILE

POSITION	Customer Voice		
TEAM	Community Investment Team	LOCATION	Home/Community Based
VERSION	1.0	LAST UPDATED	July 2020

PURPOSE OF ROLE	To help shape and improve Coastline’s services, building on the good work already achieved, and using a new approach to scrutiny that reflects our values at Coastline. Our vision for is a clear line of sight between customers, communities and the Board, and that insight and feedback is fully utilised to empower customers, influence decisions and strengthen trust.
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KEY TASKS

- 1) Actively contribute to our online Customer Voice community via the Flex MR platform
- 2) Ensure the wider customer voice is sought, heard and acted upon.
- 3) Focus on:
 - Coastline’s performance and key issues /areas for improvement
 - Value for money and helping to identify what matters to our customers
 - Identifying, celebrating and promoting what we do well
- 4) Identify areas to be scrutinised, and assist the group in undertaking this work.
- 5) Report customer priorities to the Customer Service Forum and the Board.
- 6) Work positively with Coastline colleagues to identify evidence based recommendations and improvements
- 7) Monitor the progress of any recommendations for service or performance improvements
- 8) Attend online meetings and training sessions

DESIRABLE SKILLS

Passionate about providing great services for Coastline customers
Excellent communication and listening skills
Able to positively and constructively challenge; adopt a 'critical friend' approach
Confident working within a group, with respect and tolerance for others
Able to weigh up issues, and make fair judgements
Basic IT skills and an ability to work digitally

GENERAL TASKS (THIS IS STANDARD FOR ALL VOLUNTEER ROLES)

1. Represent the Company positively with all external agencies.
2. Establish, develop and maintain effective working relationships with all staff, volunteers, customers, and actively promote the buddy system with partners.
3. Ensure compliance with the Company's Health and Safety policies and procedures.
4. Continually promote equal opportunities and customer care in full compliance with the Company's policy and standards.
5. Ensure adherence to the confidentiality policy in all aspects of volunteer tasks/duties.
6. Attend and participate in meetings as required, including supervision and training.
7. Undertake specific tasks and projects as requested.
8. Manage personal 'workload'.
9. Carry out relevant tasks appropriate to this role.
10. Comply with the relevant Company and Group policies and procedures which relate to volunteers.
11. Undertake mandatory volunteer training and any additional training which is deemed necessary for your volunteer role.

REPORTING

- Reports to: Community Investment Team Manager and Volunteer Manager

CONTACTS

Internal

- Customer Access Theme Lead
- Community Investment Team Manager
- Volunteer Manager
- Community Navigators
- Volunteers
- Customers
- Senior Leadership Team
- Customer Experience Forum
- Coastline Board

External

- External agencies (statutory and voluntary)