



## JOB DESCRIPTION

<b>Job Title:</b>	<b>Volunteer Driver</b>
<b>Location:</b>	<b>Felixstowe Seafarers Centre - Tel: 01394 673599</b>
<b>Reporting to:</b>	<b>Centre Manager</b>
<b>Position Type:</b>	<b>Volunteer</b>
<b>Hours:</b>	<b>Between 10am &amp; 6pm, but may also be required for occasional evenings and weekends</b>

### Role Overview

This is an exciting opportunity to meet and engage with people from all around the world. Over 10,000 seafarers visit Felixstowe every year bringing over 90% of all our everyday goods (e.g. food, clothes, electrical items, cars) to our island nation. We aim to provide them with a warm welcome and a comfortable place to rest and relax during their off-duty hours.

As a volunteer driver you will help us to transfer the seafarers between the ship and the seafarers' centre where they will have the opportunity to access the internet to catch up with family and friends they may not have seen for many months, play a game of pool, watch TV and buy refreshments and souvenirs.

Volunteer drivers will be required to ensure all QVSR procedures with regards to the operation of the vehicle are adhered to and the vehicle is maintained in good condition, any issues should be brought to the attention of the Centre Manager.

In addition to operating the vehicle, volunteers are encouraged to support the centre manager in managing all aspects of the operation of the seafarers' centre bar and shop in line with QVSR seafarers' centre policy and procedure to provide the best service to seafarers. This will include such duties as assisting seafarers with phone top-ups and data SIMs, and with connecting to the internet; providing a 'bureau de change' facility; ensuring all areas of the centres are always tidy and reporting any defects or maintenance issues; entering sales through the till; selling refreshments and merchandise; processing customer payments using cash or POS system.

Volunteers will be expected to follow the standard operating procedures in line with the QVSR mission, vision, values, policies, procedures, and systems.

### Skills & Qualifications

- Full Clean Driving Licence.
- Enthusiasm and passion for engaging with people and helping others.
- Compassionate concern for the well-being of others.
- Flexible approach.
- Culturally aware with the ability to relate easily to many different cultures, faiths, ages, and needs.
- Good communication skills.
- Ability to use own initiative and to work as part of a team.