**FRIEND OF MUSTARD TREE**

**ROLE DESCRIPTION & PERSON SPECIFICATION**

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| **Role Title:** | Driver’s Mate |
| **Responsible to:** | Activities and Volunteering Coordinator |
| **Volunteering hours:** | Minimum of 2 days per week Mon – Friday, 9:00am – 4:00pm |

**Could you help by volunteering as a Driver’s Mate, supporting the delivery of food and furniture to individuals and families across Greater Manchester?**

Help facilitate the delivery and collection of furniture and food and support the running of Mustard Tree’s warehouse.

**What you’ll be doing: Role Description**

* Supporting our driving team with collecting donations and making deliveries of furniture and white goods
* Loading and unloading the van, working within manual handling guidlines
* Working with the warehouse, delivery and helpdesk team to co-ordinate deliveries and collections
* Supporting the warehouse team with accepting onsite donations
* Assisting with calls to clients awaiting deliveries and collections
* Working alongside the Drivers and Driver Mentors, map reading, route planning and providing general support
* Liaising with staff and volunteers
* Attending team briefings

**General Volunteering Duties**

* Work within health and safety guidelines and Mustard Tree policies and procedures
* Embody Mustard Tree’s values and represent the charity as required

**What we’re looking for: Person Specification**

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| **Specification** | **Essential / Desirable** |
| Good English language ability both in written and verbal form | Essential |
| Enjoys working and building relationships with a range of people from different backgrounds | Essential |
| Good customer service skills, kind and non-judgemental approach | Essential |
| Flexible and can-do attitude – encouraging others to work to our vision and values | Essential |
| Experience in working with vulnerable adults | Desirable |
| Background in customer-facing roles, retail and/warehouse delivery | Desirable |

**Commitment**

The minimum commitment for this volunteering opportunity is at least 2 days a week, Monday to Friday.

Hours 9:00am – 4:00pm

**Contact Information**

If you are interested in this volunteer opportunity, please complete our [Friend Of MT Application Form](http://www.mustardtree.org.uk/wp-content/uploads/2018/05/Application-Form-Friend-Of-MT.doc) and send it to [harry.dwan@mustardtree.org.uk](mailto:harry.dwan@mustardtree.org.uk)