



Current Volunteer Opportunities at Impact June 2016

Chief Executive's Office. Nook St, Workington.

The Chief Executive's Team manages governance, assurance, performance, admin and PR for the organisation and can therefore offer wide and varied range of tasks and experience of the organisation. These would include:

- Updating social media
- Developing the website
- Monitoring of our complaints and compliments
- Looking on the internet for good practice

Minimum of 1 full day per month, maximum of 1 day per week.

Asset Management Team. Nook St, Workington.

The Asset Management team manages responsive repairs and void property maintenance, health and safety compliance across all our stock, contractor performance and planned maintenance as well as joint working with our N-Gage Assistants and Neighbourhood and Communities team.

We can offer a wide and varied range of tasks and experience for you as a volunteer, these would include:

- Void post inspections
- Repairs post inspections
- Updating social media
- Developing the webpage and customer information leaflets
- Delivering customer information sessions from our hubs
- Monitoring of our complaints and compliments and contacting customers for feedback
- Liaison with other teams and iTARA
- Administering the decoration voucher scheme

Minimum of 1 full day per month, maximum of 1 day per week.

Both of these fantastic opportunities would include administration tasks. Getting to grips with Microsoft Word, Excel and some of our specialist systems and also printing, photocopying, scanning and answering the telephone.



Impact Furniture Services. Myers Lane, Penrith.

Would you like to learn new skills, build on the skills you have or share your existing skills and knowledge, in a friendly and supportive environment. We are looking for volunteers who can help with:

Warehousing and Delivery Support

- Furniture presentation (shop floor, online sales and events)
- Furniture delivery and collection (working on vans and manual handling)
- Stock control (recording, warehousing, special awareness, observing)
- Answering phone (general enquiries, arranging deliveries and collections an internal impact calls)
- Talking to customers (meet and greet, advice and listening)
- Health and safety (PPE and risk assessments)

Upcycling

- Furniture restoration (tools, materials, repairs, reconditioning and traditional processes)
- Funking up furniture (link with market research, creative designs and processes)

DIGITAL CHAMPION. Throughout Cumbria.

Impact's Neighbourhood and Communities Team is looking to develop a group of Digital Champions throughout Cumbria. This would be a group of volunteers who we would provide coaching and that would enable them to work alongside tenants and residents, to help them to improve their computer skills. The champions would offer this support in a friendly way that would allow people who don't feel comfortable being taught in a classroom, but want to use a computer or device and get on line.

So are you:

- Someone who gets on with people and likes to show others how to do things?
- Someone who has decent computer skills and so could help someone to set up an e mail address, get online and learn how computers work! You don't need to be an expert!!!
- Patient and calm when people get things wrong and struggle to take things in
- A person who can help to develop a new project with paid staff and other residents

If you are and you would be interested then we would love to hear from you. We can offer a wide and varied range of tasks and experience for you as a volunteer and in return we would expect a commitment of:

A Minimum of 1 full day per month, maximum of 1 day per week of your time. You would have access to Impact's IT that includes laptops, tablets and other devices so you would not need to bring your own stuff!

Also it would be a chance to work in a supportive friendly team and be part of a new project so we look forward to hearing from you.



**To find out more contact the Give&Gain Team
on 03448 736290 or email
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