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**VOLUNTEER: TELEPHONE SUPPORT**

**Expected Commitment: At least half a day per week**

**Location: Vista Head Office**

**16 New Walk, Leicester**

**LE1 6UB**

**About Us:**

Vista changes lives. We are the leading charity working with children and adults with sight loss in Leicester, Leicestershire and Rutland.

**Primary Objectives:**

We are looking for enthusiastic people who would like to develop their office and administration skills to support our telephone helpline at Vista in our Head Office.

**Responsibilities:**

You will be responsible for answering external calls and transferring them to relevant staff. You will also be providing information to our service users and helping them with any queries that they have. You will be updating and inputting data onto the computer**.**

**Qualities and skills we are looking for:**

We are looking for people who may have experience working in an office environment. You will need to have basic computing and telephone skills and be willing to learn new things. You will also need to be a good communicator and be reliable.

**Support provided for you:**

* Visual Impairment Awareness training
* Other training as identified
* Reimbursement of out of pocket expenses such as mileage or public transport costs.

**We hope that by becoming a volunteer you:**

* Increase your own self confidence
* Meet new and interesting people
* Learn new skills that could be helpful for future employment opportunities or further learning
* Have fun!

**Health & Safety:**

* Take reasonable care for the Health & Safety of themselves and others whom may be affected by their acts or omissions whilst volunteering.

**This volunteering opportunity is suitable for volunteers aged 18 years and above.**

**Next steps:**

For an Application form contact the Volunteer Manager

Call **0116 249 8843**

Or email **volunteering@vistablind.org.uk**.

**Vista 16 New Walk Leicester LE1 6UB**