

Uniform Exchange Volunteer

Role Description

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| Role Title: | Uniform Exchange Volunteer |
| Reports to: | Hub Manager |
| Position: | 4 hours per week to be agreed with Hub Manager |
| Length: | Minimum commitment of 6 months (6 week trial period) |
| Location: | Uniform Exchange, The Mall, Luton |

About Level Trust

Level Trust was established in April 2013 to help children living in poverty in Luton by reducing the effect that poverty has on their experience of school. We do this by working in partnership with Luton schools to provide practical support including free school shoes, warm winter coats, school uniform, learning equipment for the home and enrichment activities in the holidays. In just five years since the charity's establishment, Level Trust has supported over 10,000 four-to-sixteen-year-olds across Luton.

The Level Trust team is currently made up of five staff members and 15 regular volunteers giving over 35 hours a week to the trust. The team is overseen by the Trustee board which is made up of: Francis Steer our Chair; Suzanne Spicer, Chartered Accountant; Bishop Richard Atkinson, Bishop of Bedford; Chris Curtis, CEO of national youth organisation Youthscape; Altaf Hussain, Principal of Luton Sixth Form College; and Tina Edwards, experienced Luton school leader.

Our Values

We...

- ... are committed to true **partnership**, believing it brings about the best results
- ... treat all people with the utmost **dignity**
- ... believe that all children deserve to be safe, happy and **have fun**
- ... are **generous** and try to give other people the best of what we have
- ... are **passionate about Luton**, enjoy all it has to offer and see our work as contributing towards making it even better

About the Uniform Exchange

The Uniform Exchange, set up like a high-end shop, provides free school uniform to children in Luton. Any family can use it by swapping items they have finished with for items they need. But it's more than somewhere to get uniform; it's somewhere children can play and families can get emotional support from our friendly team.

The Uniform Exchange is open:

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| Monday | 9am-1pm |
| Tuesday | 12pm-4pm |

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| Wednesday | 9am-1pm |
| Thursday | 12pm-4pm |
| Friday | 9am-1pm |
| Saturday | 10am-2pm |

Your role

We are looking for **motivated** and **reliable** volunteers who are **passionate** about and **committed** to making a positive difference to children living in poverty in Luton. Our volunteers are **friendly**, **welcoming** and **compassionate**. Volunteers will serve families; you'll need to be on your feet for most of the shift; carrying small crates of clothing and making trips to the stockroom using stairs or service lift.

Your responsibilities

- Work towards the vision of Level Trust, which is to eliminate the impact of poverty on children's education.
- Provide a high level of customer service to our users.
- Welcome families, explain how the Uniform Exchange works, assist and serve families.
- Sort donated uniform to be laundered or recycled.
- Sort laundered uniform and replenish stock.
- Maintain a pleasant, tidy environment, ensuring the Uniform Exchange is well-stocked and uniform is displayed in a presentable manner.
- Prepare uniform for the shop floor, steaming/ironing uniform to ensure it is presentable.
- Replenish stock, hang clothing and place on rails.
- Update stock on MS Excel.

To apply please request an application form from **Husna Rasul** on husna.rasul@leveltrust.org or call **07480 753 905**