

Uniform Exchange Shift Supervisor

Role Description

Role Type:	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)
Training:	6 week induction, half termly development meetings, Level 1 Safeguarding Training
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 12,000 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.

Finding good people for this role is crucial for our work. We currently cannot open the Uniform Exchange to meet the demand of families who need us. By taking on this role the successful candidate will directly be enabling us to open up the Uniform Exchange for longer periods, allowing us to help more people who need us, when they need us.

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**. The ideal candidate is at ease with people from diverse backgrounds and **confident** supervising a small team of volunteers.

Duties and Responsibilities

Work with parents, carers, children and young people

- Listen to and communicate with visitors, focussing on making the Uniform Exchange a welcoming environment for everyone.
- Provide emotional support to visitors in challenging circumstances.
- Stay alert for safeguarding concerns and following Level Trust's safeguarding processes at all times.

Oversee the smooth running of the Uniform Exchange

- Maintain a quality 'shopping' experience for those using the Uniform Exchange.
- Follow systems, including management of uniform donations and stock tracking.
- Ensure the shop floor, stock room and storage areas are organised, tidy and safe.
- Complete shift notes at the end of each shift.

Supervising volunteers

- Allocate and oversee tasks to be completed by other volunteers
- Ensure volunteers provide a high level of customer service to all visitors
- Train new volunteer recruits

Essential Skills, Knowledge and Experience

Skills

- Excellent communication and interpersonal skills.
- Excellent customer service skills.
- Following systems.
- Able to work with diverse groups of people.
- Basic IT skills, including using MS Word, MS Excel and email.

Experience

- Working with the public.

The job will require the successful candidate to be on their feet for up to four hours at a time, as well as lifting and carrying crates and going up and down stairs.

Desirable Skills, Knowledge and Experience

Qualifications

- Level 1 Safeguarding children and young people

Skills

- Volunteer supervision.
- Ability to communicate in a friendly, tactful and sensitive manner.

Knowledge

- Basic understanding and appreciation of child poverty and the current picture in Luton.
- Understanding of safeguarding and related processes.

Experience

- Working or volunteering with children or vulnerable adults.
- Working or volunteering in retail or customer services.

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