



Volunteer Role Description

JOB SMART SKILLS HUB VOLUNTEER

Name of CVSBEH project	Job Smart
Role title	Job Smart Skills Hub Volunteer
Organisation	Community Voluntary Services for Broxbourne and East Herts (CVSBEH), Nigel Copping Community Building, 88 Sanville Gardens, Stanstead Abbots, Hertfordshire, SG12 8GA
Contacts	Community Support Manager: Sarah Forbes sarah@cvsbeh.org.uk CVSBEH Volunteer Coordinator: Claudia Bird volunteering@cvsbeh.org.uk or phone the CVSBEH office: 0300 123 1034
Why volunteer with CVSBEH?	CVSBEH is the essential link to empowering our community groups, building local partnerships and improving residents' lives. We provide a diverse range of services to develop, enhance and empower voluntary and community groups to effectively serve their communities, including the running of our own projects like Job Smart. Volunteering is a great way of supporting these worthwhile causes. You will gain valuable skills, meet new people and make and a noticeable difference in their lives.
Who benefits?	Job Smart is a community-based project aimed at helping residents of Broxbourne and East Herts who find themselves newly unemployed and require help to navigate the job seeking market. The project seeks to improve chances of getting back to work swiftly through access to CV writing, finding jobs online and interview skills. Further support includes digital routes to employment via learning opportunities and online videos.
Purpose	The purpose of the Job Smart Skills Hub Volunteer role is to assist the Community Support Manager, the Job Smart Officer and our service users.
Main tasks	<ul style="list-style-type: none"> • Reception Duties and welcoming people to the Hub • Ensuring that visitors and members of staff from CVSBEH and other users on site are signed in when entering the hub and sent to their correct destination • Ensuring that everyone is signed out when leaving the hub



	<ul style="list-style-type: none"> • Photocopying and scanning of information as requested • Collecting data of all people that enter hub as required by the Job Smart Officer • Ensuring the safety of everyone in the hub by following the respective Hub's H&S Policy, Safeguarding Policy and COVID-19 Policy • Ensuring the reception area is kept tidy at all times • Ensuring that respect is in place for those people using the rooms for training • Assisting the Job Smart Officer with help regarding notice boards and displays within the Hub • Support with typing CVs and uploading information on job search sites • Helping with online job search • Promoting the project through face-to-face interactions with the public
<p>Skills, experience and qualities needed</p>	<ul style="list-style-type: none"> • Excellent organisational skills, paying close attention to detail • Ability to accurately collate information and resources • Commitment to working in a team environment yet able to work on your own • Good communication and interpersonal skills • Experience of providing a high standard of customer service • Commitment to equal opportunities • Ability to be proactive and demonstrate initiative • Patient, friendly and approachable personality with a sense of humour • A knowledge of or a willingness to understand the voluntary and community sector and the role of CVS
<p>When?</p>	<p>Job Smart hubs are open for personal visits by appointment only:</p> <ul style="list-style-type: none"> • Monday: Stanstead Abbots • Tuesday: Hertford • Wednesday: Bishop's Stortford • Thursday: Buntingford (pm) • Friday: Waltham Cross
<p>Where?</p>	<p>The hubs are located in the following buildings:</p> <ul style="list-style-type: none"> • Stanstead Abbots: Nigel Copping Community Building, 88 Sanville Gardens, Stanstead Abbots, SG12 8GA



	<ul style="list-style-type: none"> • Hertford: Sele Farm, Fleming Crescent, Hertford, SG14 2DJ • Bishop's Stortford: Jackson Square Community Space (formerly Argos), 11 Devoils Lane, Bishop's Stortford, CM23 3XQ • Buntingford: Seth Ward Community Centre, Luynes Rise, Buntingford, SG9 9SG • Waltham Cross: Waltham Cross Community Skills Hub, Pavilions Shopping Centre, 59 High Street, Waltham Cross, EN8 7JU
Support offered	<ul style="list-style-type: none"> • All volunteers will be given a full induction when starting work within their Hub(s). • A regular supervision meeting will also take place to ensure that the volunteer and line manager are happy with their volunteering and its environment. • CVSBEH offers regular training opportunities which can be accessed by volunteers. • Expenses will be covered according to our volunteer agreement (costs of travel and parking, meal expenses, essential specialist equipment, cost of childcare)
What could volunteers get out of it?	<p>This is a rewarding role for volunteers who enjoy meeting new people, organising and administering valuable support for job seekers and CVSBEH staff members. CVSBEH can provide a reference after a minimum of three month of volunteering which can improve your career prospects. We want to ensure that anyone volunteering within the CVSBEH finds their role rewarding and we strive to provide an enjoyable volunteering experience.</p>
Other information	<p>Further information on: https://cvsbeh.org.uk/jobsmart/ Follow us on twitter: @cvsbeh</p>