

## TASK DESCRIPTION – CUSTOMER SATISFACTION VOLUNTEER

<b>District/Department &amp; Location</b>	<b>FORCE WIDE</b>
---	-------------------

<b>Role purpose</b>	The foundations of SYP's success include the delivery of an excellent victim-led service. To do this we have to ensure that victims are at the centre of our service. We treat victims, witnesses and customers with respect, empathy and compassion in our service delivery.
---------------------	---

### Summary of Main Duties

- As a Customer Satisfaction Volunteer, you will work alongside colleagues and fellow volunteers, making phone calls to victims of certain crime types
- You will ask a series of pre- set questions in order to improve customer satisfaction
- You may be required to access police computer systems and input data as part of the process

### Competencies/behaviours

*Please access the College of Policing website and refer to the **Competency and Values** for a definition of the values and essential behaviours for each required competency level.*

<b>Competency</b>	<b>CVF Level</b>
<a href="https://profdev.college.police.uk/competency-values/">https://profdev.college.police.uk/competency-values/</a>	<b>Level 1 – Practitioner</b>
We are emotionally aware	1
We take ownership	1
We are collaborative	1
We deliver, support and inspire	1
We analyse critically	1
We are innovative and open-minded	1

### Core values for ALL Volunteers

Integrity Impartiality	Public Service Transparency
---------------------------	--------------------------------

### Essential Criteria

- Excellent communication skills
- Confident in speaking to members of the public over the telephone
- Willing to undertake training on police systems as required
- Competent in using computers
- Reliable and organised
- Able to volunteer for a few hours every week on a regular basis
- **Volunteers must be a minimum of 18 years of age**

### Times you can volunteer

Monday to Friday during office hours

If you have any questions ahead of applying, please contact us on

Email: [SYPVolunteers@southyorks.pnn.police.uk](mailto:SYPVolunteers@southyorks.pnn.police.uk)

Phone: 01709 832353 and ask for the Police Support Volunteer Project Officer

Application forms can be found on our website:

<https://www.southyorkshire.police.uk/sign-up/join-team-syp/to-volunteer-with-syp/to-be-a-police-support-volunteer/volunteer-application-form/>

**PLEASE NOTE THAT ALL APPLICANTS WILL BE SUBJECT TO THE FORCES VETTING PROCESS PRIOR TO APPOINTMENT. FURTHER DETAILS AVAILABLE UPON REQUEST.**