

## Role Description:

Working for the Education Futures Trust, in schools, cafe and partner organisations, volunteers will aid EFT staff in removing barriers for beneficiaries, the people who use our services. Within a very flexible role, they can offer services, advice, support and understanding to children, young people, and adults, where appropriate, that they may deal with.

### Key aims:

1. To provide a high-quality service to service users
2. To improve the experience and learning of service users
3. To listen to and support service users
4. To assist in the running of services in order to advance learning in the Trust, as well as supporting staff when required
5. To assist in developing an effective and well regarded service

### Main areas of Responsibility

- Assist with retention of beneficiaries, by providing welcoming and friendly atmosphere.
- Feedback any concerns about or from participants.
- To undertake other duties which may be identified as necessary.
- To carry out the above duties in accordance with the equal opportunities policy at the Education Futures Trust.
- There will be elements in the role that will follow a routine, but a large percentage of the work will vary according to the needs of the beneficiaries.
- Provide an “extra pair of hands” for various tasks, to ensure the smooth running of activities.

**Our children. Our families. Our community.**

Registered Charity Number: 1146171

Company Number: 7852922

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