Give it a Go Volunteers: Role Description

This document applies to all Give it a Go volunteers and is not unique to each role. For any queries about any of the roles, please do not hesitate to email [giveitago@Cardiff.ac.uk](mailto:giveitago@Cardiff.ac.uk)

Purpose

Give it a Go volunteers will be responsible for supporting the Give it a Go department. This includes welcoming and guiding students on trips and tours and promoting Give It a Go. This is an unpaid voluntary opportunity to get involved. Depending on the role, you could be volunteering on trips around the country, offering admin support at the Give it a Go desk or running events in the SU.

Appropriate training will be provided. This may be traditional training in groups, or one to one meetings and briefings.

Responsibilities

1. To act as a point of contact for the Give it a Go department, handling simple enquiries and signposting to relevant departments where needed.
2. To attend regular general meetings
3. To engage with all other duties and responsibilities and reasonable tasks that fall within the general nature of the role.
4. To lead Give it a Go trips and activities (Certain roles only).
5. To provide admin support on the Give it a Go desk (Certain roles only).

Requirements

*Customer Care*

* We ask that you ensure the highest standards of customer service and honest communications are maintained at all times.
* We ask you to ensure that all systems, policies and procedures are respected, especially in regards to health and safety and the cancellation policy.

*Supervision*

* We ask that you follow all reasonable instructions provided by Students’ Union staff.

*Training and Development*

* The Union will provide appropriate training and development opportunities to allow you to dispense the duties of the role. It is requested that you engage with those opportunities. Regular feedback will be given while carrying out the role.

*Health and Safety*

* To respect and follow instructions from risk assessments and ensure that the Union’s Health and Safety Policy is adhered to at all times.
* To assist in ensuring the health and safety of students, suppliers and visitors
* To follow instructions of Students’ Union fire wardens where necessary

*The Environment*

* To minimize any negative impact of the Students’ Union on the environment and support activity to promote sustainable and carbon-neutral operations.

*Values and Vision*

* To promote equal opportunities and uphold the vision and values of the Students’ Union.

Special Notes

We would ask that you contribute to the positive image of the Students’ Union by adhering to the various standards laid out in our Code of Conduct.

That you are aware the role often involves a commitment during weekend/outside of standard working hours (which are Monday – Friday 09:00 – 17:00). You’ll always have a Student Union point of contact, including outside of working hours.

We encourage – but never pressure - the role holder to actively participate in some of the social activities that will be available. These activities will be as inclusive and varied as possible.

We request regular attendance at meetings. The Give it a Go coordinator should be informed of any absences in advance, where possible.

We would ask that the role holder will be enthusiastic about engaging with Students’ Union large campaigns.

If you have any questions about this role, please contact [giveitago@cardiff.ac.uk](mailto:giveitago@cardiff.ac.uk)