



advice and support for older age

**Independent
Age**

Role title: Mystery Shopping Support Volunteer

Overall purpose of the role:

Independent Age provides older people and their families with clear, free and impartial information and advice on the issues that matter: care and support, money and benefits, health and mobility in accordance with the Advice Quality Standard (AQS).

This volunteer role will support the information and advice teams in carrying out a programme of mystery shopping- phoning other organisations and giving us your feedback on their customer service. This is to assess the quality of service provided by organisations that Independent Age currently signposts people to, through the advice service and our public information.

Key Responsibilities

- To call a variety of organisations as a 'customer' and follow a tailored scenario to test certain elements of their service
- To assess the response of the organisation against a scoring sheet
- To carry out research online to help with assessment of whether an organisation has provided full and accurate information
- To feedback any particular concerns that arise from a call
- To adapt existing scripts or scenarios where necessary for future use.

Person Specification – Skills, Abilities and Attitude

- Experience/knowledge of customer service is desirable
- Good communications skills, with a clear speaking voice
- Analytical with attention to detail
- Good writing skills

Role Duration and Commitment

Flexible, one week day (Tuesday or Friday) during office hours in October at our London office 18 Avonmore road, W14 8RR.

Induction and training

There will be an induction session on Wednesday 4 October from 4 to 5pm at our London office.

Benefits of volunteering with Independent Age

- Enhancing the lives of older people
- Meeting and working with new people
- The opportunity to develop new skills and interests
- Full support and training
- Feeling part of a worthwhile charity
- The opportunity to access other volunteering roles

Expenses

Agreed mileage/transport costs plus receipted 'out of pocket' expenses incurred in the course of your volunteering will be paid in accordance the with Independent Age Volunteer Expenses policy.

To enquire about this role

Email volunteering@independentage.org or telephone 020 7605 4255