

## **Telephone Survey Volunteer Job Description & Person Specification**



**Title:** Telephone Survey Volunteer

**Reports to:** Volunteer Manager – Catherine Chappell

**Purpose:** To conduct a detailed telephone survey with our clients and write a report on the findings.

### **Main Tasks**

We aim to conduct a telephone survey with between 25 – 30 clients. This will include

- Speaking to clients to ask them to partake in the survey.
- Making arrangements/appointments to speak to client to conduct the survey.
- Analyse the findings of the survey and write a report based on these findings.

### **Person Specification**

- Good communication skills, ability to communicate clearly
- Has a courteous and confident manner both on the telephone and in person
- Strong organisation skills
- Willing and able to work in a busy office environment
- Empathetic to the distress of those facing poverty and financial distress.
- Has the ability to remain calm
- Comfortable with using I.T. such as Microsoft Office packages and Salesforce
- Ability to analyse data and write reports

Training/experience in carrying out telephone interviews or customer service would be useful to this role though not essential.

The role will be between 3-5 days a week over 2/3 weeks. Interested applicants should complete our [volunteer expression of interest form](#), attaching a CV and cover letter.

**Patrons:** The Most Revd & Right Hon the Lord Archbishop of Canterbury; Justin Welby ; The Duke of Richmond and Gordon; Victoria, Lady Getty; Sandi Toksvig; Sir Henry Brooke; Lady Antonia Fraser D.B.E.; Jeremy Paxman; Dr Shuja Shafi

**Founding Patrons:** 1996–2000: The Most Revd and Rt Hon. Lord Runcie; 1996–2009: Sir John Mortimer CBE QC

The Zacchaeus 2000 Trust is a company limited by guarantee registered in England no. 05442501 with registered office 1st Floor Rear, 34 Grosvenor Gardens, London SW1W 0DH. Registered Charity No. 1110841

Z2K Advice & Advocacy Service  
34 Grosvenor Gardens  
London SW1W 0DH  
T: 020 7259 0801  
(10am – 12pm, 2pm – 3pm, Mon – Fri)

E: [admin@z2k.org](mailto:admin@z2k.org)  
[www.Z2K.org](http://www.Z2K.org)