



South Yorkshire  
Fire & Rescue  
WORKING FOR A SAFER  
SOUTH YORKSHIRE

## Fire Support Volunteer Customer Survey Volunteer

Do you have some spare time and would like to assist South Yorkshire Fire & Rescue to deliver a service that better meets the requirements of our local communities? Then why don't you consider becoming a Customer Survey Volunteer based at the Fire Service Head Quarters in Sheffield.

**The aim of this volunteer role is to enhance and compliment the role of Fire Service staff in meeting the needs of our local communities and help build closer links with them. We are looking for volunteers who can assist us with customer feedback initiatives.**

### Role Description

The Fire Service requires volunteers to **assist** us to:

- Contact customers post Home Safety check by telephone to complete a short survey
- Enter the answers on to a database
- May be the opportunity to assist with other volunteer tasks

### Skills and experience required for the role

- Good oral communication skills
- Good IT skills (need to be able to enter information on a database)
- Have the customer service skills/confidence to assist members of the public who may be unhappy with the service they have received.

### What you will gain from your volunteering

- An insight into the fire service
- Increase communication skills
- Enhance CV

### Training Available

- Volunteers will complete an induction and training course relevant to the role.
- Health & Safety
- Equality & Inclusion
- Safeguarding

### Times you can volunteer

Flexible to be discussed

### Interested?

If you would like more information and an application form please email [volunteers@syfire.org.uk](mailto:volunteers@syfire.org.uk) telephone 01142532413 asking for the Volunteer Coordinator.

**Please note** that successful candidates will be subject to SYFR vetting processes and may include an enhanced Disclosure & Barring Service check