



## ***Information Volunteer***

### **What is The Royal British Legion?**

The Royal British Legion (the Legion) is the UK's leading Armed Forces charity. We are at the heart of a national network that supports our Armed Forces community through thick and thin – ensuring their unique contribution is never forgotten. We provide services and support to all members of the British Armed Forces, and their families.

You can find out more about the charity on our website [www.britishlegion.org.uk/about-us/](http://www.britishlegion.org.uk/about-us/) or follow us on Twitter at @PoppyLegion

### **What is an Information Volunteer?**

The Royal British Legion provides services and support to members of the Armed Forces community and volunteers play a key part in this. In this role you will be supporting the Legion by providing information about the Legion's services to the people we support and members of the public and signposting them to further support where necessary.

### **What will you be doing?**

This role may involve:

- Welcoming visitors to Legion premises or events.
- Answering queries about the Legion, including its history and the services it provides.
- Assisting the people we support to identify a range of services and support options available to them, using our online information site.
- Identifying when people need further support from the Legion, and ensuring their details are passed on to an Area Advice and Information Officer.
- Developing and maintaining a working knowledge of the Legion, its values and behaviours, objectives and services and support.
- Developing a basic understanding of the statutory benefits framework, and local support services.
- You may have the opportunity to be involved in sales of Poppy Shop items using the electronic ordering system (no cash handling), if based in a Pop In Centre, which may include restocking products.

### **This may suit people who are:**

- Experienced in working in a customer-facing environment.
- Confident in the use of computers and the internet, particularly Microsoft Office and email.
- Able to communicate clearly verbally and in writing.
- Able to organise own workload and work to deadlines.
- Committed to acting in line with Legion policies and procedures, including those relating to data protection; confidentiality; safeguarding; health and safety and equality and diversity.
- Willing to give a regular commitment of time.

### **What support will be available to you?**

- A designated person to discuss your volunteering with.

**This role is purely voluntary, and this arrangement is not meant to be a legally binding one or an employment contract**





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- Training and opportunities for further development.
- A handbook to support your volunteering.
- Day-to-day support from a member of the team.
- A volunteer agreement that outlines both our expectations of you as well as what you can expect from us.

### What do you need to know?

<b>Time commitment</b>	A regular weekly commitment of time, which will be agreed with your volunteer manager.
<b>Training/Resources</b>	One-day face-to-face training. Shadowing and support, as required. Expected to complete mandatory online learning with annual refresher courses.
<b>Expenses</b>	Out-of-pocket travel costs between home and place of volunteering will be reimbursed, and other reasonable expenses agreed in advance.
<b>Extra Information</b>	The minimum age for Information Volunteer is 16 years old. Two* satisfactory references are required. <i>*If you are already a Legion volunteer or member, we will require one reference from your Legion contact.</i>

### What is in it for you?

You can:

- Develop experience of providing information and support in a customer-facing environment.
- Gain a working knowledge of statutory services and the benefits system.
- Be part of a committed and friendly team.
- Gain skills and experience to build your CV.
- Make a difference to the Armed Forces community.

### Our values and behaviours

Does the following describe you?

- Passionate about supporting the Armed Forces community and honouring their contribution.
- Enjoy and thrive in working in teams and with others.
- Have a desire to provide great support in all that you do.
- Committed to being the best you can and to learn and develop new and existing skills.
- An encourager, eager to share your knowledge and experience to help others.

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