**Mystery Shopper Volunteer**

Our Mystery Shopper role needs people who are interested in helping us raise the quality of services we provide by trying out, assessing and giving feedback about the services we provide.

**Mystery shopper role description**

A Mystery Shopper acts as a customer and carry’s out various agreed tasks, which monitor the quality of customer service. For example, they might contact a call centre, access website or make an enquiry on a social media page. They might visit our centres and see how they are treated as an individual person. Mystery Shoppers then report back on their experiences accurately and fairly by completing a form or questionnaire that is provided. Mystery shoppers’ feedback is really valuable in highlighting gaps and what needs to change. You can also help us see if we are on achieving our targets for quality.

**Duties and Responsibilities:** A typical mystery shopper will be involved in;

* Being able to carry out this voluntary role a few times per year, according to need
* Supporting the service by carrying out the mystery shop either by telephone, visiting an online website or visit a centre whilst acting as a service user
* Making an enquiry and feeding back how you are dealt with
* Accurately recording the findings and report them back to the Children and Family Wellbeing Service
* Attending training and planning meetings prior to carrying out a mystery shop.
* Keeping confidentiality and showing respect. Being fair and considering people differences and treating them equally
* Communicating with staff promptly with any issues or difficulties
* Contact staff immediately if you are unable to carry out the mystery shop for some reason. It is your responsibility to keep us updated with changes in your circumstances e.g. changes in contact numbers
* Helping us look at training needs for our staff if it is needed

**Who is suitable for this role?**

This opportunity is for people aged 18 year plus and includes parents, carers andvolunteers. We want a pool of people from each district to draw upon.  We are looking for 4 referrals from each district.

**Mystery shopper** **time commitment**

To become a mystery shopper, 1.5 hours of training will be provided initially online using teams or zoom. You will take part in a couple of mystery shops within the year.  We will have a planning meeting prior to the mystery shop. This will also help with a quick recap of the training. As more mystery shopper opportunities come up, we will contact you to take part.

**Skills and Abilities**

You need to be:

* Be reliable and enthusiastic
* Friendly and interested in working with all sort of people
* Able to travel around the local area if required
* Able to follow the guidance your given
* Able to speak confidently to a range of people
* Able to write notes that are readable, clear and concise

**Do I need any experience?**

No, is the answer. If you are willing to work with us and learn the process. You need to be fair and respectful and commit to the tasks agreed. It is an exciting development opportunity.

**Benefits of being a Mystery Shopper Volunteer**

• Increases your confidence and communication skills

• Knowing that your skills and experience are contributing to the improvement of local our service

• Being part of a team of volunteers and meeting new people

• References to add to your CV

**What support/training will be offered**

Following a referral, you will be invited to attend training. Then you will be expected to attend a short planning meeting setting out details of the mystery shop. We will give you information on what area of our service we want your valuable voice and feedback on.

The family voice worker and relevant staff will collate the findings and debrief you and managers of the findings. When developments are made from the findings we will update you. We will also provide you with extra support if you do not fully understand the process but you must tell us.

Travel expenses (public transport/mileage to and a from a visit and car parking fees) will be paid after the volunteer expense form is completed and returned within 2 months to the Family Voice Worker.

**A bit about our organisation**

Family Help service are part of Leicestershire County Council. We provide support for 0-18 years and parents/ carers. We have early help, youth justice, family workers and wellbeing workers.

**How to apply**

If you want to become mystery shopper, please call our office on 0116 305 0030 for the referral form. Children and Family Wellbeing staff also will have referral forms.

Call Vid Jogia on 07725204118. Available Mon to Thurs 9 to 1.30pm. In my absence Rachel Sharman is the contact for urgent queries.