

MYSTERY SHOPPER VOLUNTEER ROLE DESCRIPTION

Role Purpose:

Working as a volunteer for the Office of the Police & Crime Commissioner, you will support the Commissioner in a range of activities to review and evaluate the customer service and engagement process of Nottinghamshire Police.

Principal Duties and Responsibilities:

Day to day duties and responsibilities will cover all or some of the following general activities. These activities are designed to provide guidelines rather than describe in detail specific roles.

1. A Mystery Shopper will act as a customer and undertake a series of agreed tasks, which monitor the quality and delivery of customer service.
2. A Mystery Shopper will report back on their experiences in a detailed and objective way to provide information to the Commissioner to help him review the quality and delivery of policing in Nottinghamshire.
3. A Mystery Shopper will undertake tasks set out in an agreed Programme in line with the Mystery Shopper Scheme Guidance.
4. A Mystery Shopper will attend Team Meetings and Training as required.
5. A Mystery Shopper will complete and submit expense claim forms in accordance with the scheme guidelines.
6. A Mystery Shopper will carry out their duties with regard to the Health & Safety requirements of the Scheme.