

Volunteer Role Description

Mystery Shopper

What is Mystery Shopping?

Mystery shopping is a method used by companies and organizations that wish to gather specific information about a service and measure its quality.

What is a Mystery Shopper?

Mystery shopper volunteers act as a real patient or client would. This can involve using the phone, internet or email, and in some cases, visiting agreed locations across East Sussex, to gather information on local services.

What's involved?

- Contacting health and care services, and occasional travel
- Finding out whether people are being signposted to the correct places, and reporting back to us
- Making sure Healthwatch East Sussex material is on display in your local area

What Can you expect?

- New experiences and learning
- Helping to improve the health and care services you and your family use
- Use and build your communication skills
- Ongoing training opportunities
- Be part of a dedicated team

This role will suit people who are:

- Curious
- Good at listening
- Able represent wider views

Extra information

Time commitment: Flexible days; approx. 4hrs per month

Volunteer Manager: Riona Doidge, Volunteer and Community Liaison Manager

Staff Contact: Matthew Ryan, Senior Engagement Officer

Expenses: Out-of-pocket travel costs between home and volunteering place will be paid, and other reasonable expenses agreed in advance.

Interested in applying?

Call us: 0333 101 4007

Email: Volunteer@escv.co.uk