



**TOGETHER
ACTIVE**

Staffordshire & Stoke-on-Trent

MYSTERY SHOPPER VOLUNTEER

RECRUITMENT PACK

September 2026





TOGETHER ACTIVE

Staffordshire & Stoke-on-Trent

CONTENTS

Who We Are **03**

Our Vision **04**

The Role **05**

How to Apply **06**

Contact Us **07**

Who we are



Where we've come from

We were originally formed as a County Sports Partnership and operated under a local authority. After almost 20 years as Sport Across Staffordshire and Stoke-on-Trent, we were keenly aware that if we wanted to support the people who need us the most, we had to shift our focus. Our ambitions were not just about sport but in ensuring that everyone has the opportunity to be active in the way that works for them. And in doing so, we could create more opportunities for people to live happy, healthy lives. So, in 2020 we took the step to register as a charity, and became **Together Active**.

Where we are today

Together Active is an Active Partnership, which means we benefit from being part of a network of 43 organisations whose purpose is to tackle inequality through the lens of physical activity. Today, we work to make sure that the right systems and services exist for people to be able to lead happy and healthy lives.

Our **aims** are to:



Work with partners to improve the prevention pathway for mental health



Test new ways of working with socially excluded groups to increase opportunities for them to be active



Prove that physical activity has a critical role to play in community development

Both our new strategy and our Theory of Change are clear that our focus of our work must be in Stoke-on-Trent for the foreseeable future, with further targeted work in areas of highest deprivation across wider Staffordshire. We know that if we achieve our aims, we can collectively reduce the strain on health and social care services and support an early intervention approach. This in turn will help to create meaningful improvements to the lives of the people in Staffordshire and Stoke-on-Trent.

Together Active does not directly deliver services and our role is in ensuring we create the conditions and space for existing organisations, brilliant at what they do, to keep doing it. We work in a systemic way to tackle the structural issues that prevent access to physical activity and connect strategic decision makers to the real life experiences of the people they work for.

Our Vision

Design out inactivity across Staffordshire and Stoke-on-Trent

Our strategy covers the period 2024-2030. Our focus is on the people that are most likely to feel the impact of structural inequality preventing or limiting their ability to lead an active, healthy life. Our aim is to use physical activity as a vehicle to keep people included.

Our approach is based on universal proportionalism. That means we'll allocate our resource where it's needed the most. This is based on evidence, data and experience. In our region, poverty disproportionately impacts the residents of Stoke-on-Trent compared to the wider county of Staffordshire. That's why we will work more in Stoke-on-Trent than any other part of the region for the duration of this strategy.

We know how household income intersects with other inequalities people experience has a big impact on how active they can be. That's why we'll also be focusing on people who experience or are at risk of exclusion because of their:

- Gender
- Race and/or cultural heritage
- Physical Disability
- Lower Income
- Experiences of mental distress or a mental health condition

We exist to change the conditions that keep people inactive, and make moving more a natural part of life, not an added extra

Lottie Smith
Interim CEO

The Role



Role Profile: Mystery Shopper Volunteer

Reporting to: Workforce Officer

Role type: Volunteer

Location: Community based in one or both of:

- Stoke-on-Trent
- Newcastle-under-Lyme

Frequency: Weekly, fortnightly, or monthly (to be discussed on application)

- 2 focus group sessions (including onboarding and offboarding)
- Maximum of 3 venue visits/sessions across 3 different days/times (that work for you)
- Up to x3 15 minute check ins with Together Active

When: Volunteering will take place in January

Role Summary

Together Active bring together communities, organisations, and partners across Staffordshire and Stoke-on-Trent to support local people to be active and to reduce inequalities. We are looking to understand how our communities experience leisure centres, how welcoming and safe they feel in these spaces, with the aim to make spaces more welcoming for people who don't currently use these facilities.

We are recruiting volunteers who want to, but don't use their local leisure centre to understand why these spaces aren't being or can't be used. We will use knowledge gathered from volunteers to help guide leisure centres to be more accessible.

As a Mystery Shopper you will:

- Attend a welcome meeting to introduce you to the role and meet fellow volunteers
- Visit 3 different venues to feedback on how you felt, what you enjoyed, and what didn't work for you (entry to venues will be covered by Together Active)
- Feedback your honest thoughts about what works and what doesn't, how you feel being there, and additional feedback on the space.
- Record findings and feedback through a reporting template and in focus groups or 1-1 meetings.

We are looking for someone who:

- Is interested in making a difference to their local leisure services
- Is observant and curious
- Is interested in using their lived experience to feed into a broader understanding of leisure services
- Identifies as one of the following:
 - Women and Girls
 - Someone with health inequalities (particularly liver disease or diabetes)
 - Wants to use leisure centres, but barriers are preventing them from doing so

As a volunteer you will have the opportunity to:

- Feed into real change in local facilities that will make a difference to local communities
- Have a say on changes you want to see
- Take part in training opportunities
- Be part of a buddy scheme, and meet other local volunteers
- Have expenses to the venue covered

How to Apply



Please download and complete the application form and equality monitoring form. We will not accept CVs or cover letters. Your completed application should be returned to hr@togetheractive.org



If you have accessibility requirements and need to submit your application in an alternative form, contact us by emailing hello@togetheractive.org

Closing date for applications: 25th October 2026 | 11pm

If you'd like an informal chat about the role or have any questions, please contact us using the email address provided above.

We greatly appreciate the time and effort people take to apply for roles. However, due to the small size of our team, we unfortunately cannot provide feedback to candidates at shortlisting stage. If you have not heard from us within two weeks of the closing date, please assume you have been unsuccessful on this occasion.

Together Active are committed to Safeguarding and Promoting the Welfare of the communities we work with. We expect all staff and volunteers to share this commitment and to undergo appropriate checks, according to role which can include an enhanced DBS check.



TOGETHER ACTIVE

Staffordshire & Stoke-on-Trent



Contact Us :



hello@togetheractive.org



www.togetheractive.org

Address :



Together Active
Stafford University Business Village
Dyson Way
Staffordshire Technology Park
Stafford ST18 0TW
What 3 words: ally.create.space